

Laboratory Services Zone/Program Quality Council Terms of Reference

Purpose

The Zone/Program Quality Council is a standing committee established with the primary purpose of overseeing their local quality management system which is the foundation for continual improvement in quality objectives, risk management, patient and partner safety, utilization management, and implementation of accreditation and regulatory requirements. The Quality Council is responsible for providing quality improvement direction to operational departments or disciplines and advising laboratory leadership on matters relating to quality management.

The Council accomplishes this by:

- Goal setting, establishing and monitoring local quality indicators, identifying priority areas for process improvement and evaluating the effectiveness of zone/program-wide corrective and preventive actions.
- Ensuring alignment of initiatives and activities with Alberta Health Services' (AHS) strategic direction, goals, and overall operations of AHS Laboratory Services.
- Fostering a culture of continuous quality improvement through strong leadership, effective communication and clear expectations.
- Aligning with and reporting their work to the Provincial Quality Improvement Council (PQIC)

Accountability

The Zone/Program Laboratory Quality Council is accountable to:

- The leadership team of their respective zone or program;
- The Provincial Quality Improvement Council (PQIC).

Membership

See appendices for specific zone or program council members.

Membership is appointed by the Zone/Program administrative (i.e., Director) and medical / scientific (e.g., Medical / Scientific Director, Zone Clinical Department Head) leaders. Other individuals may be consulted for their expertise on an ad hoc basis, but will not be included in the formal membership of the quality council.

Term

- Technical Supervisory and Medical / Scientific representation: one year, renewable
- All others: indefinite

Responsibilities

Supporting Quality Improvement by:

- Providing strategic direction in the design, implementation and maintenance of the Quality Management System;
- Establishing, reviewing, and monitoring indicators of quality;
- Gathering and reporting information in a timely manner;
- Developing and communicating zone/program-wide quality improvement goals and initiatives, consistent with AHS Laboratory Services and in alignment with provincial activities, and monitoring progress towards those goals;
- Providing recommendations to laboratory leadership and PQIC for the development of provincial initiatives.
- Implementing quality improvement recommendations developed by the PQIC;

Supporting Risk Management & Safety by:

- Implementing risk and safety related recommendations developed by the PQIC;
- Identifying areas of risk and developing, implementing and monitoring quality improvement initiatives related to identified risks.

Supporting AHS Laboratory Accreditation by:

- Monitoring compliance with accreditation and legislative standards and regulations;
- Ensuring applicable laboratory accreditation requirements are communicated and interpreted appropriately;
- Reviewing the results of internal and external audits and making recommendations
- Facilitating onsite inspections for accreditation bodies;
- Supporting corrective actions to comply with accreditation assessments;
- Supporting initiatives toward future accreditation standards.

Supporting Education by:

- Supporting education opportunities related to quality improvement for Laboratory staff;
- Promoting the empowerment of all staff in quality activities and initiatives.

The Quality Council will submit quality reports and information to the PQIC at regular intervals and respond to requests for information as required. Quality information and data will be gathered and submitted to the PQIC as per the quality report template.

Meetings

Frequency

Meetings are held at minimum of quarterly and as necessary at the request of the Chair.

Quorum

Quorum consists of a minimum of 50% + 1 of all regular members or their designate and must include a medical / scientific member or a medical / scientific designate.

Attendance

All meetings are open to all laboratory staff.

Decision Making

Decisions will be based on council consensus and when agreement cannot be reached the issue will be directed to the administrative and medical / scientific leaders of the zone or program.

Agenda and Minutes

An agenda and supporting materials are circulated to members one week in advance of the scheduled meeting. Minutes of each meeting are recorded and circulated to members. All records are maintained as per AHS record retention schedule.

- Appendix A: Central Zone
- Appendix B: Edmonton Zone
- Appendix C: Genetic Laboratory Services
- Appendix D: North Zone
- Appendix E: Provincial Laboratory for Public Health
- Appendix F: South Zone

Appendix A: Central Zone Quality Council

Membership

Regular Membership

- Director, Laboratory Services, Central Zone
- Zone Clinical Department Head
- Central Zone Area Managers
- Red Deer Site Manager
- Zone Quality Technologists
- Zone Transfusion Medicine Safety Officer
- Central Zone Quality Coordinator (Chair)
- Process Excellence Specialist
- Regional Pathologist/Clinical Biochemist
- Surgical/Cytology QA Pathologist
- APQA Technologist

Ad Hoc Membership

- Zone POCT
- Zone Education
- Others as required

Appendix B: Edmonton Zone Quality Council

Membership

Regular Membership

- Director, Laboratory Services, Edmonton Zone (Co-Chair)
- Medical/Scientific Director and Zone Clinical Department Head (Co-Chair)
- Provincial Quality Coordinator Liaisons
- Provincial Process Excellence Specialist
- Zone Quality Technologist
- A medical / scientific and a technical representative from the following departments:
 - Anatomical Pathology
 - Clinical Chemistry
 - Covenant
 - Hematology
 - HLA
 - Pre-analytics
 - Suburban Rural
 - Transfusion Medicine
 - Workplace Health & Safety

Ad Hoc Members

- Executive Director, Laboratory Services
- Medical Microbiology
- Molecular Pathology
- Cancer Services
- Newborn Metabolic Screening/Biochemical Genetics

Appendix C: Genetic Laboratory Services Quality Council

Membership

Regular Membership

- Executive Director, AHS Laboratory Services, Edmonton Zone & Provincial Programs-ex officio
- Provincial Quality Lead, Laboratory Services – ex officio
- Medical / Scientific Director, GLS – ex-officio
- Administrative Director-ex-officio
- Manager – North
- Manager – South
- Quality Technologist (Co-chair)
- GLS Program North (Co-chair) selected from Regular Membership
- GLS Program South (Co-chair) selected from Regular Membership
- One Geneticist – GLS Program North
- One Geneticist – GLS Program South
- Supervisory Technologist/Lab Scientists, or designates from the following departments:
 - ACH Cytogenetics
 - TBCC Pharmacokinetics
 - UA Molecular Diagnostics
 - ACH Biochemical Genetics
 - UA Cytogenetics
 - UAH Molecular Pathology
 - ACH Molecular Diagnostics
 - UAH Newborn Screening & Biochemical Genetics
- Recording Secretary – ex-officio

Ad Hoc Members:

- By invitation from the GLS Quality Council

Appendix D: North Zone Quality Council

Membership

Regular Membership

- Director, Laboratory Services North Zone
- Deputy Zone Clinical Department Head or designated Medical / Scientific leads
- Zone Area Managers
- Grande Prairie Site Manager
- Zone Quality Technologist
- Zone Transfusion Medicine Safety Officer
- Provincial Quality Coordinator Liaison
- Safety representative/lead

Ad Hoc Membership

- Zone POCT
- Others as required

Appendix E: Provincial Laboratory for Public Health Quality Council

Membership

Regular Membership

- Quality Technologists (Chair & Co-chair)
- Administrative Director, ProvLab
- Medical /Scientific Director, ProvLab
- Associate Medical Director
- Edmonton Zone Section Chief (Medical Microbiology)
- Provincial Quality Lead, Laboratory Services
- Process Excellence Team Lead
- Program Leader Representatives (at least 2 members)
- Managers
- Safety Technologist

Ad Hoc Membership

- Executive Director, Laboratory Services, Edmonton Zone and Provincial Programs
- Provincial Safety Lead or Coordinator

Additional expertise may be requested as deemed necessary.

Appendix F: South Zone Quality Council

Membership

Regular Membership

- South Zone West Clinical Department Head, Laboratory
- South Zone East Clinical Department Head, Laboratory
- Director, Laboratory Services South Zone
- Lethbridge Laboratory Site Manager (or designate)
- Medicine Hat Site Laboratory Manager (or designate)
- Zone Rural Manager (or designate)
- Transfusion Safety/Quality Department Supervisor
- Quality Department staff
- Provincial Quality Coordinator Zone Liaison
- Process Excellence Specialist

Ad Hoc Membership

- Leader, Laboratory Services
- Provincial Medical / Scientific Director, Laboratory Services
- Medicine Hat Diagnostic Laboratory representative(s)