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# Quality Qorner

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## Introducing....The Quality Qorner

### What is the *Quality Qorner*?

Responding to the published information about patient deaths from medical errors, regulatory and accreditation organizations have attacked the serious issue of patient safety with an array of tools and techniques to reduce error and improve quality. Over time these activities will become as integrated into the routine practice of laboratory medicine as universal precautions for occupational exposure to HIV have been.

The *Quality Qorner* has been added to *LABMEDICINE* to acquaint you with information that you need to know—to practice patient safety and improve quality **now**.

### Why Quality?

There is no question that the solutions to health care quality problems can be found in the models and tools that are being used so successfully in industry. As I see it, my job is to translate knowledge from industry into health care language and provide you with examples that can be related to the patient care situations we experience everyday.

### What's In It For You?

If you are a laboratory manager or an administrative director, the information presented in The *Quality Qorner* will help you better understand the requirements and tools for managing quality in your busy laboratories. If you are a staff technologist or technician, we will introduce you to important quality concepts and practices that you did not learn in school but will need to use to be successful in your future.

### What Will Be In The *Quality Qorner*?

Think of the *Quality Qorner* as one of those calendars where you learn a new word each day. On a monthly basis we'll introduce a quality term, concept, or tool, briefly describe it, and provide practical examples and relevant references. There will even be a "quality quote" that reflects the contents of that month's subject.

### What's Coming in Future Issues of The *Quality Qorner*?

Here's what we have planned so far...not necessarily in this order:

- Key quality words defined—correctly
- What is ISO and why should I know about it?
- What's this about a new international laboratory quality standard?
- Why having just a policy is not enough
- Medical error—a failure of process
- "SOPs"—Make yours better
- What is the IQLM and why should I care?

## This Month's Quality Quote

"Quality management is needed because nothing is simple anymore...if indeed it ever was!" Philip Crosby

### Contact Us

We want your feedback, so e-mail me with questions, comments or ideas for the *Quality Qorner* at: [lmberte@worldnet.att.net](mailto:lmberte@worldnet.att.net).

Lucia Berte is currently a consultant for quality management in the health system arena, preparing and presenting programs on quality management system implementation in clinical systems, laboratory medicine and blood banking. She is registered as a medical technologist, a specialist in blood banking, and diplomate in laboratory management with the ASCP and is certified as a quality auditor and quality manager by the American Society for Quality (ASQ). Ms. Berte has many years of experience in laboratory quality assurance and transfusion services, and has extensive experience as a workshop presenter and teleconference speaker; she has authored numerous articles, chapters, and books.



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