

PROGRAM Standard Operating Procedure – Laboratory Services	
Title: MIC61030 – Entering Microbiology QC Results into TQC	Policy Number:
Program Name: Laboratory Services	
Applicable Domain: Lab, DI and Pharmacy Services	
Additional Domain(s): NA	
Effective Date:	Next Review Date
Issuing Authority: Director, Laboratory and Diagnostic Imaging Services	Date Approved:
Accreditation Canada Applicable Standard: NA	

**GUIDING PRINCIPLE:**

Quality control is performed on a daily, weekly, monthly and as-required basis in the microbiology laboratory and needs to be documented in SoftTotal QC (TQC).

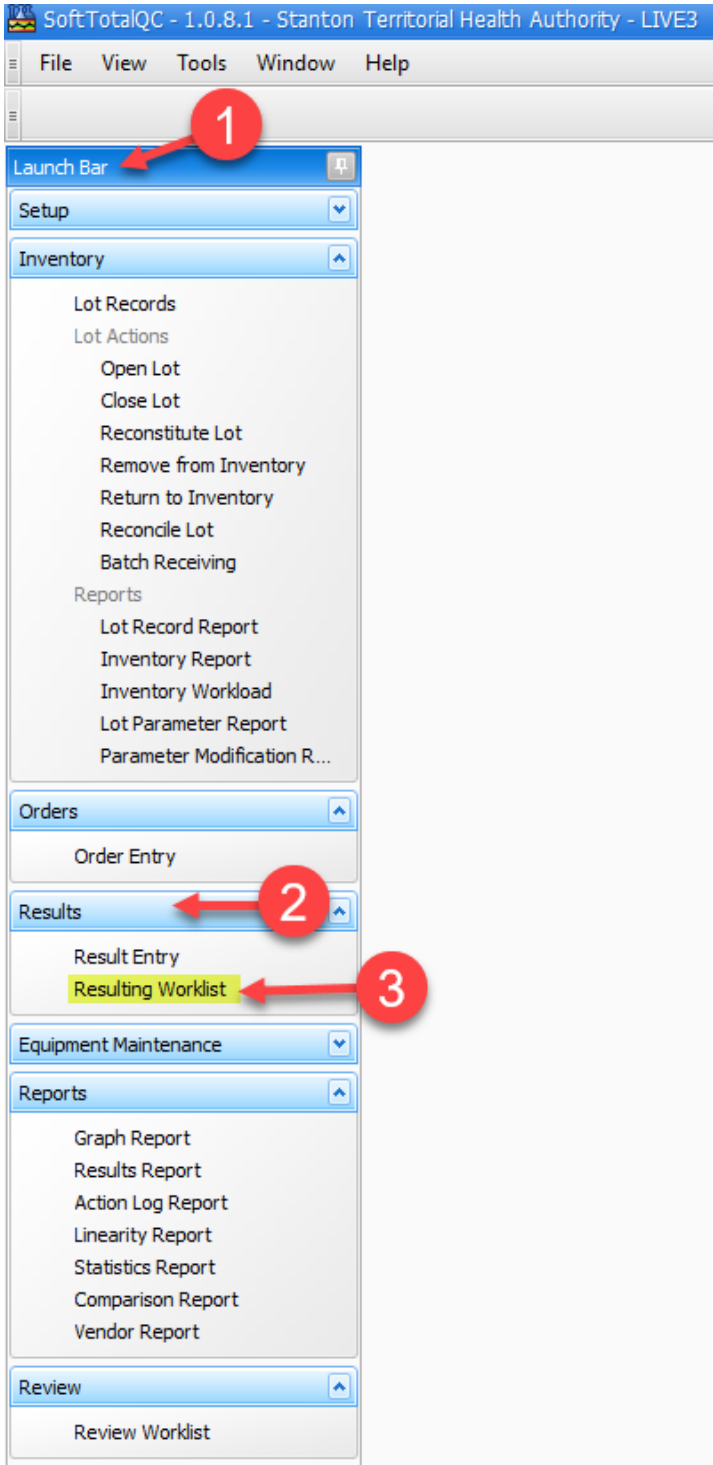
**PURPOSE/RATIONALE:**

This standard operating procedure provides instructions on how to enter quality control results for the microbiology laboratory into SoftTotal QC (TQC)

**SCOPE/APPLICABILITY:**

This procedure applies to Medical Laboratory Technologists (MLTs) entering quality control results for the microbiology laboratory into SoftTotal QC (TQC)

## PROCEDURE INSTRUCTIONS:

Step	Action
<b>Entering QC results into TQC from the Resulting Worklist</b>	
<b>1</b>	<p>From the "<b>Launch Bar</b>," open the "<b>Results</b>" tab and select "<b>Resulting Worklist</b>":</p>  <p>The screenshot shows the 'SoftTotalQC - 1.0.8.1 - Stanton Territorial Health Authority - LIVE3' application window. The 'Launch Bar' is open, showing a list of options. The 'Results' tab is selected, and the 'Resulting Worklist' option is highlighted. Red circles and arrows indicate the steps: 1 points to the Launch Bar, 2 points to the Results tab, and 3 points to the Resulting Worklist option.</p>

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From the **"Resulting Worklist"** double click **"MICS-All Scheduled Micro"** for pending microbiology quality control orders:

Resulting Worklist

Search by

Worklist ID: Name:

Department: Search for Worklist

Location: Clear

Type: Resulting

ID	Name	Loca...	Depart...	Worksta...
MICS-ALLM...	MICS-All Scheduled Micro	SLAB	MICS	
SHEM-Equi...	Stanton Hematology Equi...	SLAB	SHEM	
SLAB-iSTAT	Pending iSTAT QC	SLAB	SRESP	
SLAB-PEND...	Pending Report (Core Lab)	SLAB		
VALIDATION	SCHEDULER SP 00273			
zzGOLIVE				

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All the scheduled QC orders for microbiology will be listed:

Selected	Pro...	Order	Lot	QC Item	Type	Scheduled	Due	Status	Instrument	Identifier	Location	Department	Workstation
		Q2303150009	CLSI M100 32n...	ET	Panel	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
		Q2303150010	CLSI M100 32n...	KB	Panel	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
		Q2303150014	3466529	TYP	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
		Q2303150015	485407	MAST	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
		Q2303150018	3517988	ALA	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
		Q2303150022	3534846	MCAT	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
		Q2303150012	505191	SI	Media	2023/03/15 07:30	2023/03/16 07:30	P			SLAB	MICS	
		Q2303150016	C20731	RS	Media	2023/03/15 07:30	2023/03/16 07:30	P			SLAB	MICS	
		Q2303150020	2076202	TC	Media	2023/03/15 07:30	2023/03/16 07:30	P			SLAB	MICS	
		Q2303150021	RC35-1124IE	CAT	Media	2023/03/15 07:30	2023/03/16 07:30	P			SLAB	MICS	
		Q2303150023	C21011	OX	Media	2023/03/15 07:30	2023/03/16 07:30	P			SLAB	MICS	

4

Double click on the QC order you would like to result to open up the order.

5

In the **"Result"** column, enter the results of the QC test by selecting from the dropdown menu:

Resulting Worklist

Worklist orders

Open Edit Save Refresh Print Report Print Labels Previous QC item Order Next QC item Order First Worklist

Order Actions Order Review Components Download

Results Documents QC Item Information Linked Orders

Order Details

Order: Q23031500023 Scheduled: 2023/03/15 07:30 Due: 2023/03/16 07:30

QC item ID: OX Name: Oxidase Type

Location: SLAB Department: MICS Wo

Lot number: C21011 Current lot status: Active Exp

Verify One Verify All Modify Repeat Cancel Result Result Info Review One Review All Result Action

Results

Select	Analyte	Name	Result	Z	Resulted	Previous
	Control: Pseae27853-Pseudomonas aeruginosa-ATCC: 27853 QC Identifier:					
	OX	Oxidase				POS
	Control: Esccol25922-Escherichia coli-ATCC: 25922 QC Identifier:					
	OX	Oxidase				NEG

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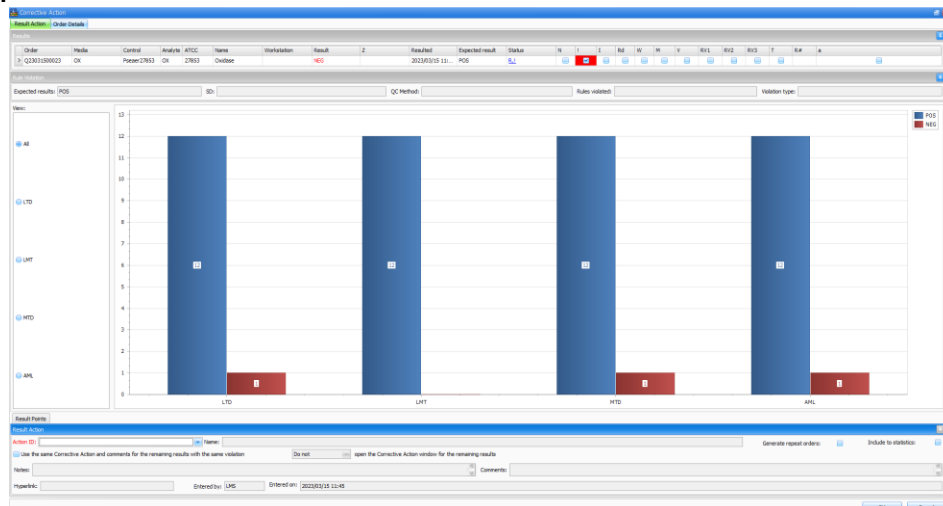
If the expected results are obtained, they will be highlighted in green:

7

If the expected results are not obtained, they will be highlighted in red:

8

Once an incorrect result is selected, the **“Corrective Action”** screen will open:

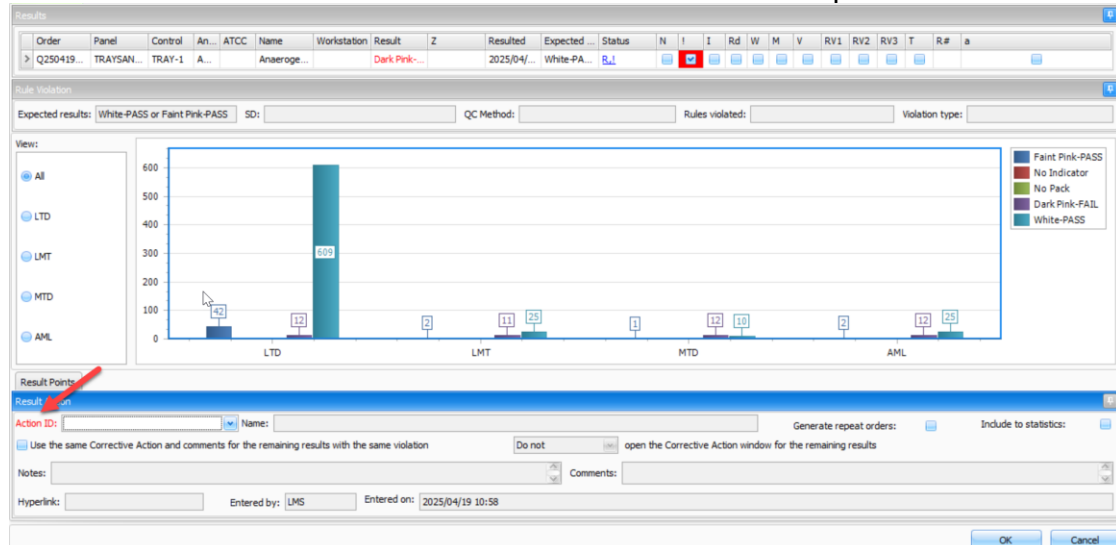


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If an incorrect result was selected by mistake, close the Corrective Action screen by clicking the red 'X' in the top-right corner, then select the correct result from the **“Result”** column.

If the incorrect result was not selected by mistake, it must be investigated, and the findings documented in the TQC order:

- Select the action taken from the "**Action ID**" drop down menu:



- In the Action ID menu, sort by **Department** so all MICS options appear:

ID	Name	Type	Location	Depart...	Workstation
TECHERROR	TECH ERROR, RPT TESTING	Result Out Of Ran...	SLAB	MICS	
RGTERROR	RGT ERROR, TAKE OUT OF USE AND REPE...	Result Out Of Ran...	SLAB	MICS	
JARTRAYT...	TAKE OUT OF USE/TROUBLESHOOT JAR/TR...	Result Out Of Ran...	SLAB	MICS	
JARTRAYR...	REPEAT JAR/TRAY SETUP	Result Out Of Ran...	SLAB	MICS	
INVESTIGA...	INVESTIGATE AND ADVISE SUPERVISOR	Result Out Of Ran...	SLAB	MICS	
WRONGQC	Wrong Level of QC Run	Result Out Of Ran...			
TEMP	Temperature out of range	Result Out Of Ran...			

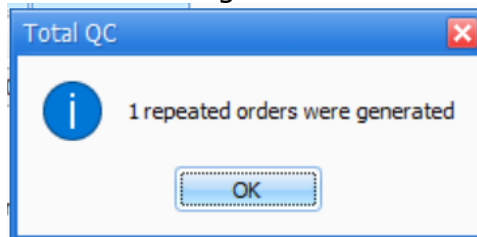
- Once the Action ID has been selected, **Comments** need to be added to provide more details of the incident and corrective measures taken:

The screenshot shows the 'Result Action' window. The 'Action ID' is set to 'INVESTIGATE'. The 'Comments' field is populated with 'Repeated testing and notified supervisor'. A red arrow points to the 'Comments' field.

- After Comments are added, select **OK**

**NOTE:** The QC order that failed will be automatically re-ordered in TQC

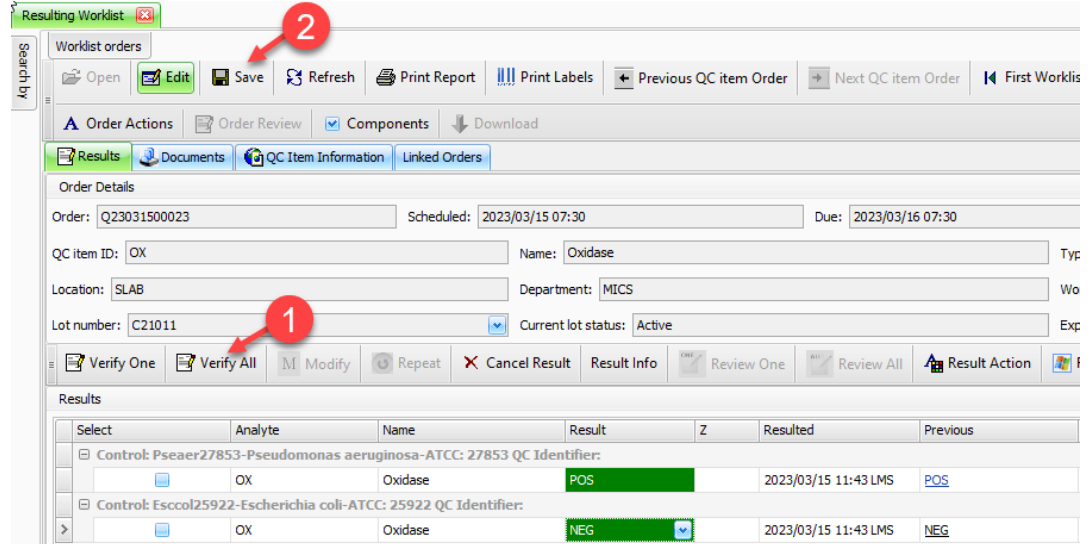
- You will be returned to **Results Entry**
- Verify and Save the QC order and the dialogue box will appear that says the repeated order was generated:



- Repeat QC testing after troubleshooting has occurred

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Once the QC results have been entered, the results need to be verified and then saved:

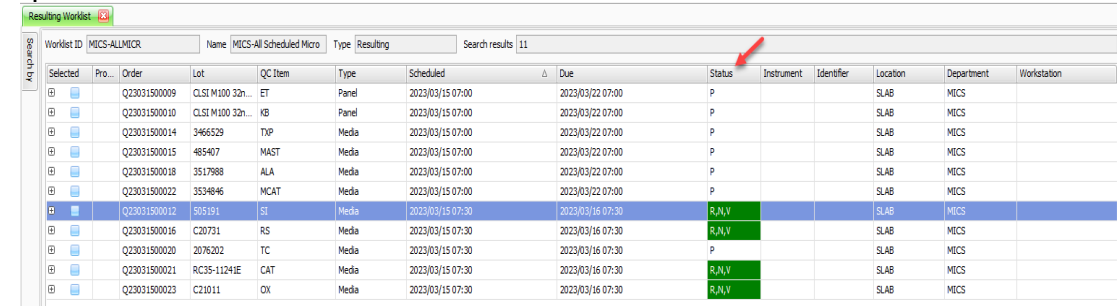


The screenshot shows the 'Resulting Worklist' window. At the top, there are buttons for 'Open', 'Edit', 'Save', 'Refresh', 'Print Report', 'Print Labels', 'Previous QC item Order', 'Next QC item Order', and 'First Worklist'. Below these are tabs for 'Order Actions', 'Order Review', 'Components', and 'Download'. The 'Results' tab is selected, showing 'Order Details' and a table of results. Red arrows point to the 'Verify All' button (1) and the 'Save' button (2).

Select	Analyte	Name	Result	Z	Resulted	Previous
Control: Pseae27853-Pseudomonas aeruginosa-ATCC: 27853 QC Identifier:						
<input type="checkbox"/>	OX	Oxidase	POS		2023/03/15 11:43 LMS	POS
Control: Esccol25922-Escherichia coli-ATCC: 25922 QC Identifier:						
<input type="checkbox"/>	OX	Oxidase	NEG		2023/03/15 11:43 LMS	NEG

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After the results are saved, you will be returned to the "Resulting Worklist." Continue entering the QC results that need to be entered. After each test is verified and saved, the status of the result will be updated:



The screenshot shows the 'Resulting Worklist' window with a table of QC orders. A red arrow points to the 'Status' column.

Selected	Pro...	Order	Lot	QC Item	Type	Scheduled	Due	Status	Instrument	Identifier	Location	Department	Workstation
<input type="checkbox"/>		Q23031500009	CLSI M100 32h...	ET	Panel	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
<input type="checkbox"/>		Q23031500010	CLSI M100 32h...	KB	Panel	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
<input type="checkbox"/>		Q23031500014	3466529	TYP	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
<input type="checkbox"/>		Q23031500015	489407	MAST	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
<input type="checkbox"/>		Q23031500018	3517988	ALA	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
<input type="checkbox"/>		Q23031500022	3534846	NCAT	Media	2023/03/15 07:00	2023/03/22 07:00	P			SLAB	MICS	
<input type="checkbox"/>		Q23031500012	505191	SI	Media	2023/03/15 07:30	2023/03/16 07:30	R,N,V			SLAB	MICS	
<input type="checkbox"/>		Q23031500016	C20731	RS	Media	2023/03/15 07:30	2023/03/16 07:30	R,N,V			SLAB	MICS	
<input type="checkbox"/>		Q23031500020	2076202	TC	Media	2023/03/15 07:30	2023/03/16 07:30	P			SLAB	MICS	
<input type="checkbox"/>		Q23031500021	RIC35-1124E	CAT	Media	2023/03/15 07:30	2023/03/16 07:30	R,N,V			SLAB	MICS	
<input type="checkbox"/>		Q23031500023	C21011	OX	Media	2023/03/15 07:30	2023/03/16 07:30	R,N,V			SLAB	MICS	

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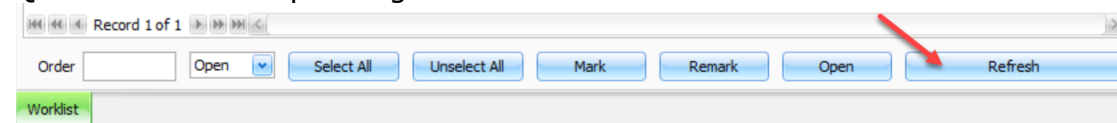
If the results were acceptable, the **Status** column for the test will be green. If the results were not acceptable, the **Status** column for the test will be red.

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Some of the commonly encountered QC order status results are: R=Resulted, N=In control, V=Verified, O=Overdue, !=Out of control, I=Included in statistics, R1=Repeated, a=Result action present, A=Order action present.

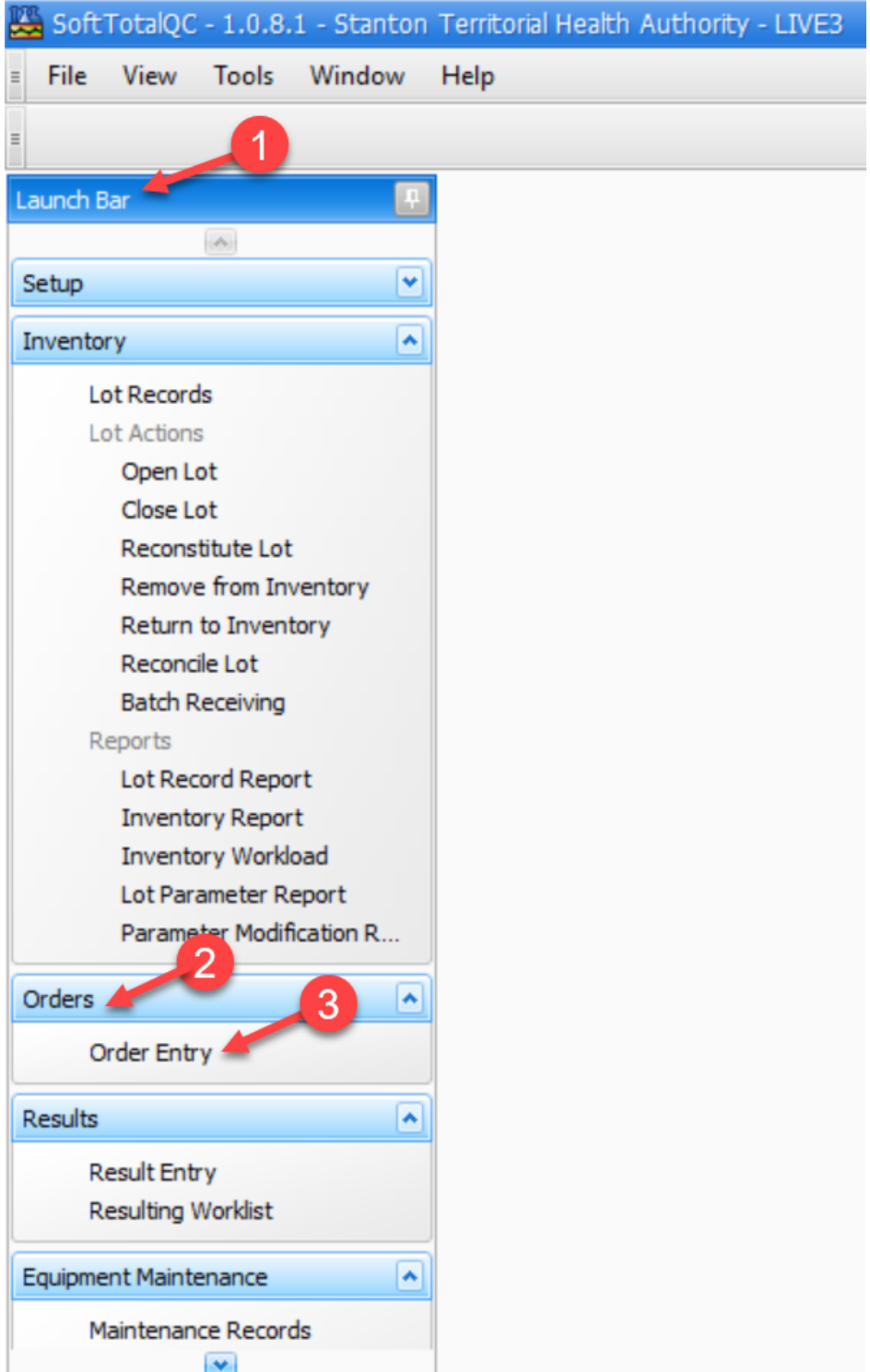
15

Once all the QC is entered, refresh the **Resulting Worklist** to see which QC orders are still pending:

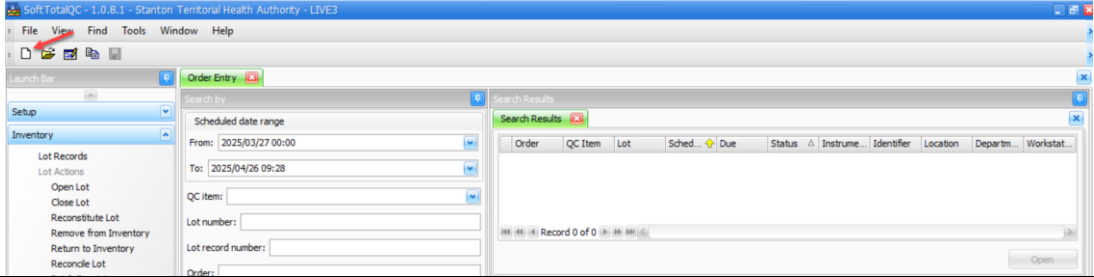
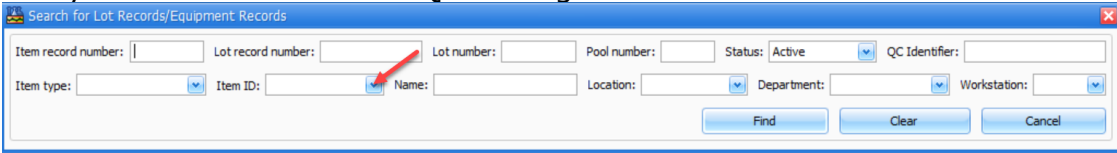
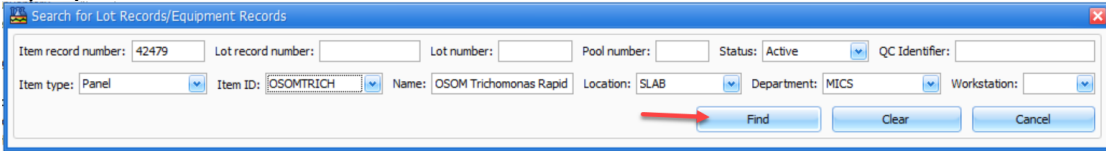
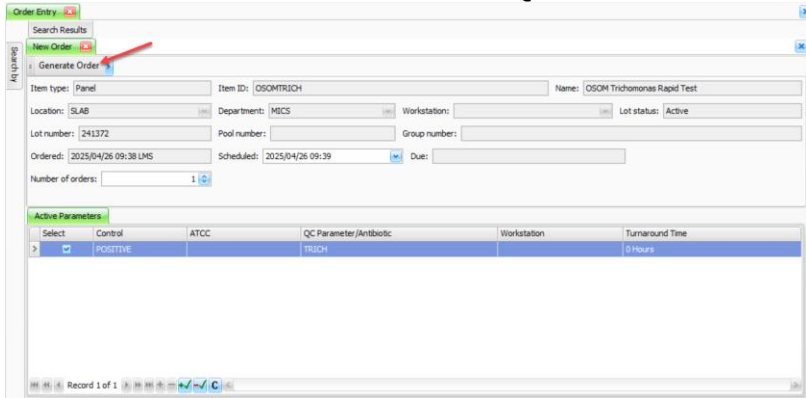


The screenshot shows the 'Resulting Worklist' window with a table of QC orders. A red arrow points to the 'Refresh' button.

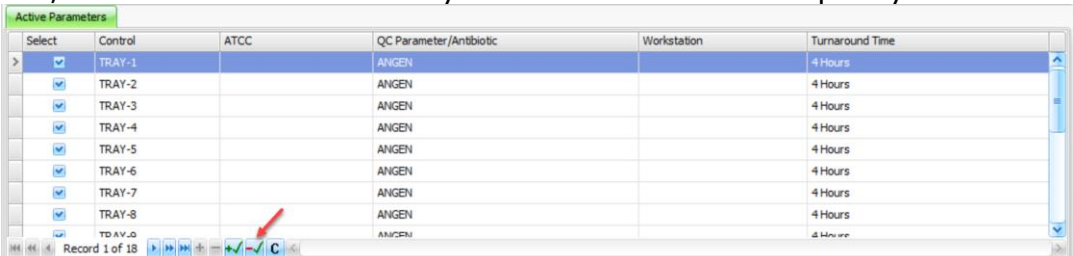
Order	Open	Select All	Unselect All	Mark	Remark	Open	Refresh

Step	Action
	<b>Entering QC results into TQC for supplies not on the Resulting Worklist</b>
1	<p>From the <b>"Launch Bar,"</b> open the <b>"Orders"</b> tab and select <b>"Order Entry"</b>:</p> 

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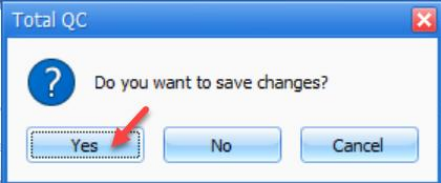
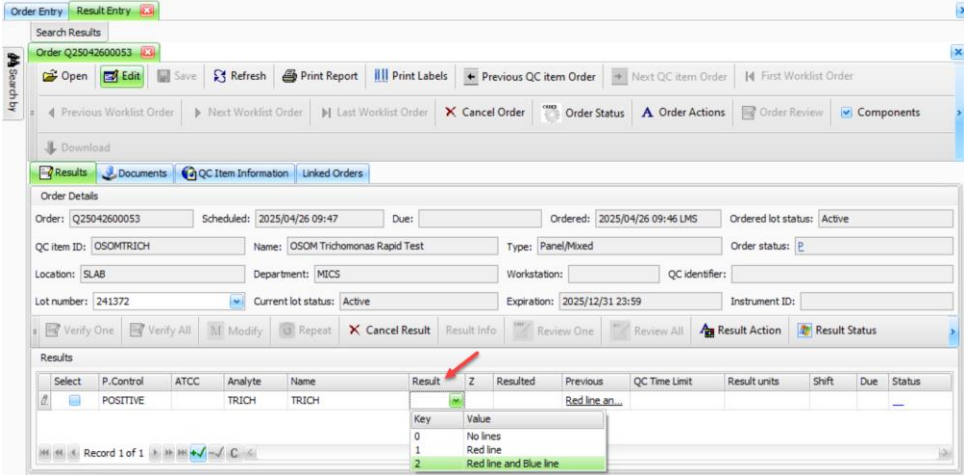
- 2 In the **"Order Entry"** tab, on the top toolbar, select **"New"** to create a new record:  

- 3 The **"Search for Lot Records/Equipment Records"** dialogue box will appear. From the **"Item ID"** box, use the dropdown menu to select the item you would like to order QC testing on:  

- 4 After selecting an item from the Item ID dropdown menu, select **'Find'** to display the active lot number associated with the item:  

- 5 In the Order Entry tab, the selected item's full information will be displayed. Select **"Generate Order"** to create the new QC order:  


**NOTE:** Some items will have multiple Active Parameters associated with them, for example anaerobic trays and jars. If this is the case, all of the QC Parameters will be selected. Select **"Unselect All"** to unselect all the QC items, and then select the item you would like to record quality control on



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6	<p>The <b>"Total QC"</b> dialogue box will appear asking if you want to save changes. Select <b>"Yes"</b>:</p> 
7	<p>The <b>"Results Entry"</b> tab will open with the QC order:</p> 
8	<p>Enter the results for the created QC order by following the steps outlined in <b>"Entering QC Results into TQC from the Resulting Worklist"</b> above.</p>

## REFERENCES:

1. SCC SoftComputer. (2016, February). SoftTotalQC Total Quality Control System Version 1.0.4.

## APPROVAL:

\_\_\_\_\_

Date

## REVISION HISTORY:

REVISION	DATE	Description of Change	REQUESTED BY
1.0	20 Sep 17	Initial Release	L. Steven
2.0	06 Oct 19	Procedure reviewed	L. Steven
3.0	05 Jul 21	Procedure reviewed and added to NTHSSA policy template	L. Steven
4.0	03 Jul 23	Procedure reviewed	L. Steven
5.0	02 Jun 25	Procedure reviewed	L. Steven

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Issuing Authority: Director, Laboratory and Diagnostic Imaging Services  
Next Review Date:

Type: Laboratory Services Program SOP  
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Date Approved:

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