 Proc. 4840-CO-321

**TITLE: Reviewing Quality Control Results in TQC**

**PRINCIPLE:** To maintain a system whereby all QC is reviewed in a timely manner and consistently throughout the department. All numerical as well as alpha QC results are reviewed as a part of the ongoing department Quality Management Program to assure accurate results for the quality of patient care and to comply with regularity agencies.

**PERSONAL:** Sr. Technologists or Designees

**STEPWISE PROCEDURE:**

1. Open TQC module

2. Choose “**Review**”, then “**Review Worklist**”.

3. Select the desired worklist-

a. “**Not verified**”-orders which are still pending, overdue, in-process, partially verified or not verified results.

b. “**Review”-** Worklists contain QC orders with resulted and verified results requiring a supervisor review.

4. The system default goes back 30 days. If you want a different date range:

 a. Click on “**Search Criteria for Selected Worklist**”

 b. Put in the date range you want to look at and click on “**Search**”

5. Check the “**Not verified**” worklist. Investigate the pending QC orders with the appropriate action. These may include entering results for pending orders, cancelling duplicate orders or verifying resulted orders. Click the “**Refresh**” tab on the bottom of the screen to make sure all “Not Verified” orders are removed. Only the current day orders that are not over-due should be on the list.

6. All results in the date range will appear. Results highlighted in Green are within acceptable limits and can be reviewed without further action. Proceed to step #8.

7. Results highlighted in Yellow or Red indicates an unacceptable QC. Click the “+” box in the first column to open the QC order. You will see the result, date/time, expected range and status. Check to verify that a repeat was performed for each outlier.

If the outlier result is to be included in the statistics proceed to step #8. If further evaluation is needed, choose one of the steps listed.

7a. Select the QC order and click “**Open**” on the bottom of the screen. Select the outlier result and click “**Cancel Result**”. Use the drop down box to select the appropriate action ID and then select “**OK**”. For the question “Do you want to delete the result on the selected parameter?” select “**No**”. Only delete the result if it is absurd or if the incorrect QC was run. Selecting “**Yes**” will completely erase the record of the result. TQC will ask “**Do you want to include the results in the statistics?**” select “**No**” unless you feel it is an acceptable result. Select “**Save**”. Click on “**Worklist** **orders**” to return to the work list. Click the “**Refresh**” tab.

7b. On the right side of the page, click on “**Graph Report**” and then at the lower left side, click on “**Interactive Output**”

* A graph comes up in the upper left side of the screen, all the data plot choices are displayed for you to choose and review the parameters one at a time.
* Choose a parameter and review the outliers individually, click on the item box to open the result and see what was done to rectify the outlier. Decide if you want to “Include” or “**Exclude**” those results in the statistics.
* Put in an “**Action**” if the box pops up and click “**Save**”. Continue reviewing the outliers.
* Close out the “**Graph Report**” tab in the upper left side of the screen and you will be taken back to the “**Review Worklist**” screen.

8. Click “**Select All**” at the bottom of the page

9. Click the “**Review Orders**” tab, Click on the Level 1 reviewed by button.

10. Choose your “**Action”** and Press “**OK”.** The action of “Reviewing Orders” electronically puts the person logged into the system as the one who has reviewed and accepted the QC results.

11. The worklist will have green check marks by all the QC result lines that have been reviewed.

12. In the “**Status**” column, you should see “**RV1**” by each line along with other letters. This indicates the results have been reviewed.

13. Click “**Refresh**” and the QC orders should be removed.

14. Daily QC review is not printed out: it is electronically reviewed and documented by the system. Monthly QC is printed and submitted to vendors for peer group comparison.

15. To print a Monthly QC Data Report Retrieval for Review refer to procedure #4840-CO-0290.

16. An action can be added to a result after it has been verified if needed.

 a. In TQC, use Result Entry (either in Result or Lot Records tab) to select the control.

 b. Double click on the correct order to open.

 c. Click the “E**dit**” icon.

 d. Select the test and click the “**Result Action**” box.

 e. Select the “**Result Action History**” box, click the “**+**” sign.

 f. Double click the box with the red “**X**” in the ID column.

 g. Select the appropriate actions from the drop down box.

 h. If additional comments are needed, click the box in the “**Comments**” column and free text

 all additional comments, the click “**OK**”

 I Press the “**OK**” box and “**Save**”.

**References:**

1. TQC webinars 2014-2015

2. Super User training 2015

3. TQC system Design Module Version 10.3.6.5