

Sponsored Webinar San Diego Section, AACC

FREE to members and their guests

Tuesday, May 9, 2013

11:00am PT - 12:00pm PT

**Using Metrics in the Quality Laboratory:
The Good, the Bad, and the Ugly**

Geoffrey S. Baird, MD, PhD,

Assistant Professor, Laboratory Medicine,

Adjunct Assistant Professor, Pathology, University of Washington, Seattle, and
Director of Clinical Chemistry, Harborview Medical Center, Seattle

**Location: USCD Center for Advanced Laboratory Medicine
UC San Diego, 10300 Campus Point Drive, San Diego, CA 92121
Conference Room C, on the NE side of the building;
First parking lot on the right as you enter the complex**

Approved for 1 ACCENT Continuing Education Credit

Program Information

Is your lab using common quality metrics to assess its performance? More importantly, is it using the data collected from these metrics in a meaningful way to *improve* its performance? The quality metrics your lab uses should meet the quality goals of your laboratory or institution.

During this program, Dr. Geoffrey Baird will review common quality metrics used to assess test utilization, turnaround time, analytical errors (i.e. delta checking), call center efficiency, and laboratory billing. He will also describe how labs can potentially misuse quality metrics, and how to assess the usefulness of certain metrics in the context of your own laboratory