“2023 Indian Clinical Chemistry Laboratory Benchmarks”

Introduction

Benchmarking is a method used by organizations to measure internal progress and overall performance, as measured against similar organizations in the industry. Benchmarking allows the industry, as a collective, to define measures of what world-class means for itself.

Clinical Laboratory Benchmarking survey is an exercise that delineates the “Current industry Standards” for Clinical Laboratory benchmarks in “Quality, Speed, Operational Workflows and Productivity",

About Lab Insights Benchmarking

The Lab Insights Benchmarking survey was started in 2011 and as of date, has 3,700+ participating labs (includes 97 Indian labs) across 17 countries across APAC. It is one of the largest benchmarking survey of its kind in the world.

Benchmarking Exercise for India

In an effort to establish relatable performance “Benchmarks” for Clinical Laboratories in the Indian operating environments, CAHO and Roche have collaborated to generate and publish the “**2023 Indian Clinical Chemistry Laboratory Benchmarks**".

“2023 Indian Clinical Chemistry Laboratory benchmarking Drive”

250 operating Clinical Laboratories across India to participate in the survey.

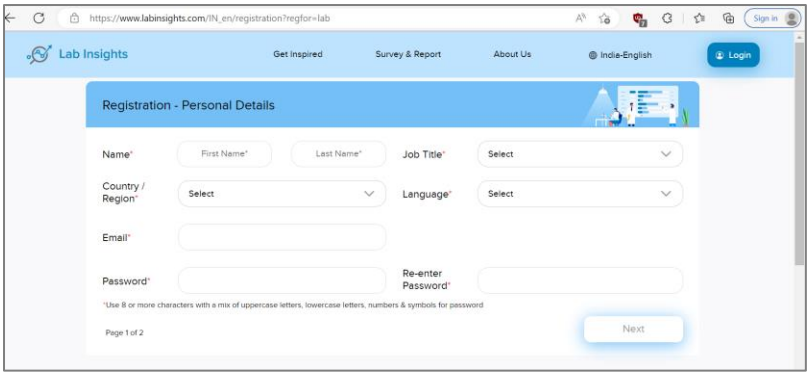
Participation Link

https://www.labinsights.com/IN_en/take-survey

STEPS

1. Log onto/ go to website https://www.labinsights.com/IN_en/take-survey.

2. Complete single step Individual registration/User log in



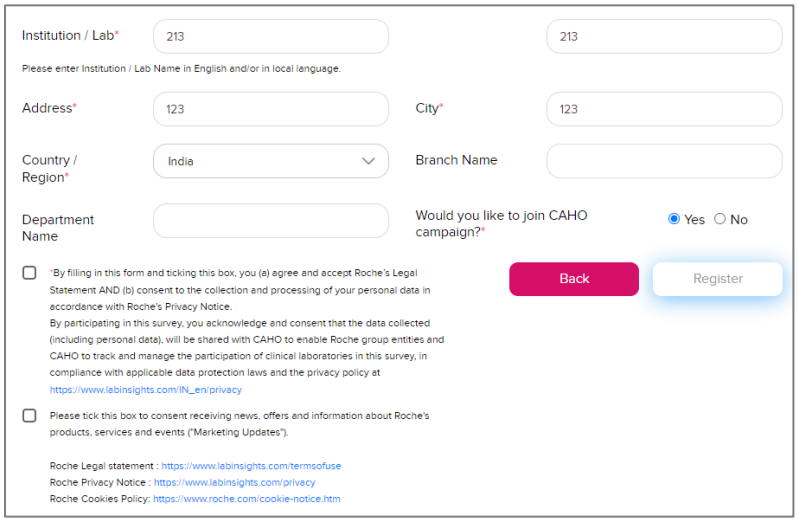
3. After Individual registration, Complete Laboratory Registration and Survey questionnaire.
    a. Individual user logs in and clicks on “Survey & Report”,
    b. User enters Basic Laboratory registration details - Name of Lab, address, city & country. Department name and branch name are optional.

NOTE - CAHO Participants are requested to

I. Select/check the first Consent Box

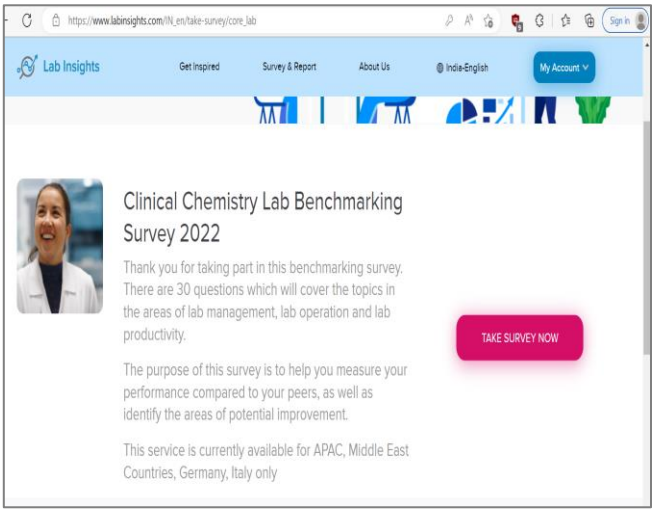
II. Select “Yes” to the question –“Would you like to join CAHO Campaign?”

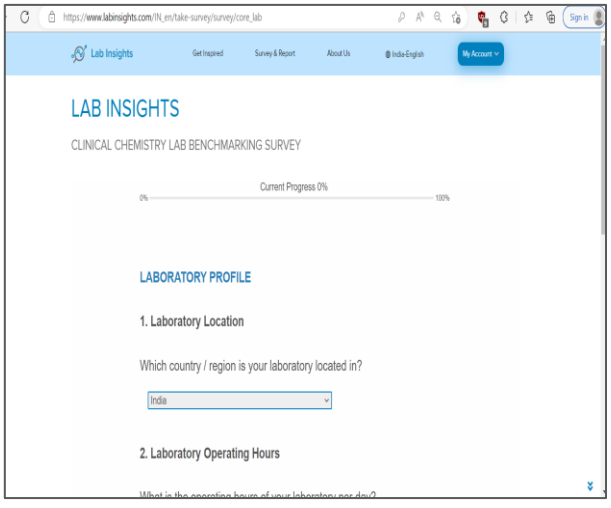
This measure allow is to share data and identify CAHO participants for a validation follow up call.



c. Post registration, the Survey start page will show. Click “TAKE SURVEY NOW” to start survey.

Survey start Page

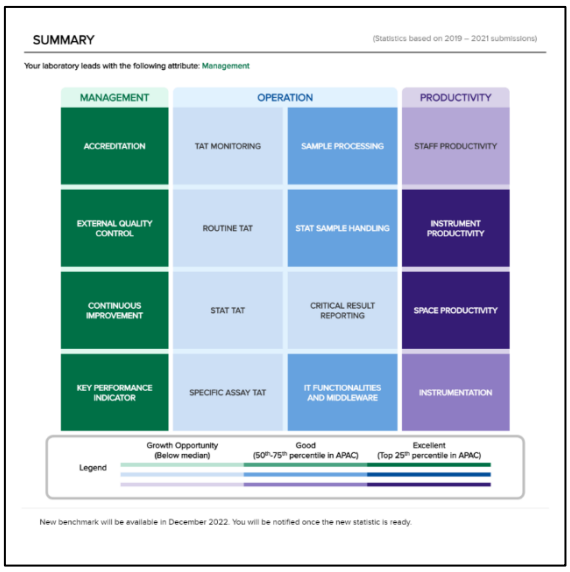


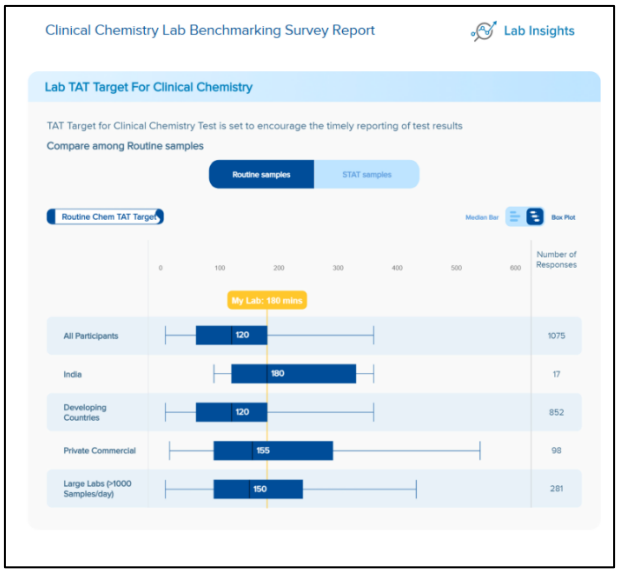


d. The survey consists of 30 self-explanatory questions with numeric and multiple-choice answers. The survey questionnaire takes about 30 to 40 minutes to complete.

What is the value outcome for the individual laboratories in participating in the survey?

On completing the survey questionnaire, every participating Laboratory will receive two Bench Marking reports. The First is a "Summary Report" and the second is a "Complete online benchmarking comparison report on", both describing the individual Labs performance against currently Established benchmarks.





Example of an immediate summary report (left) a sample page of a detailed report(right) post validation.

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Performance area	Indicators and Metrics	Underlying questions	Benchmark concept
I. Quality			
1	Accreditation	What is the selection of accreditation standards in practice in India?	What is the extent/uptake/practice within the Laboratory community? What is the best lab practice in relevant community/ community groups?
2	External quality Control	What is the selection of External Equivalency QC standards in practice?	
3	Continuous improvement	What is the selection of popular 'Continuous Improvement' Techniques employed?	
4	Key Performance indicators	What is the selection of popular 'Key Performance indicators' employed?	
II. Speed			
5	TAT Monitoring	What are the common 'Turn Around Time' (TAT) being monitored?	What is the extent/uptake/practice within the Laboratory community? What is the best lab practice in relevant community/ community groups?
6	Routine TAT	What are the common 'Target - Turn Around Time' for Routine chemistry and immuno assays?	
7	STAT TAT	What are the common 'STAT - Turn Around Time' for test?	
8	Specific Assay TAT	What are the specific assay TAT amongst Cardiac markers, Renal function test, Liver function test, Arterial blood gas?	
III. Operational Workflow			
9	Sample processing	What are the popular processes in- order generation, collection, transport, registration, pre-analytical checks, post analytical process and test add on scenarios?	What is the extent/uptake/practice within the Laboratory community? What is the best lab practice in relevant community/ community groups?
10	SAT Sample Handling	What are the most popular 'SAT Sample handling'- processes, workflow choices?	
11	Critical Result Reporting	What are the most popular processes or workflows in 'Critical test Reporting'?	
12	IT Functionalities and Middleware	What are the most popular enabling 'IT modalities and functionalities'?	
IV. Productivity			
13	Staff Productivity	What is the Staff productivity in terms of Samples or tests processed per day?	What is the extent/uptake/practice within the Laboratory community? What is the best lab practice in relevant community/ community groups?
14	Instrument productivity	What are Instrument productivity describe by number of Samples or test per day?	
15	Space Productivity	What are Space productivity describe by number of Samples or test per day?	
16	Instrumentation	What are the choice of Instrumentation - standalone, integrated, Task targeted automations or Total Laboratory automations in labs?	