

“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”

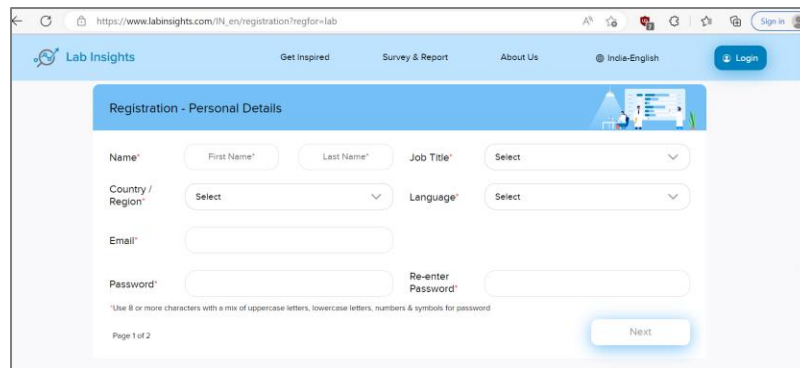
250 operating Clinical Laboratories across India to participate in the survey.

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



The screenshot shows a web browser window displaying the registration page for Lab Insights. The URL in the address bar is https://www.labinsights.com/IN_en/registration?ref=lab. The page title is "Registration - Personal Details". The form includes the following fields:

- Name: First Name, Last Name, Job Title (with a dropdown menu)
- Country / Region (with a dropdown menu) and Language (with a dropdown menu)
- Email
- Password and Re-enter Password

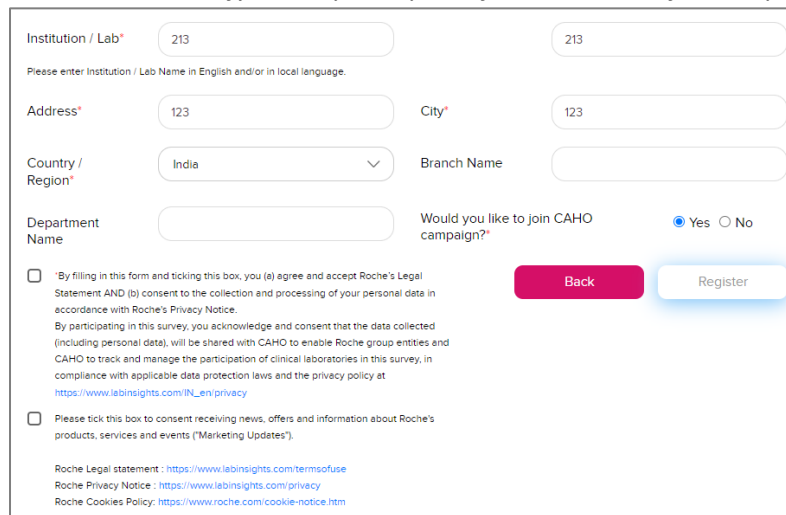
Below the password fields, there is a note: "Use 8 or more characters with a mix of uppercase letters, lowercase letters, numbers & symbols for password". At the bottom right of the form, there is a "Next" button. The page number "Page 1 of 2" is visible at the bottom left.

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.

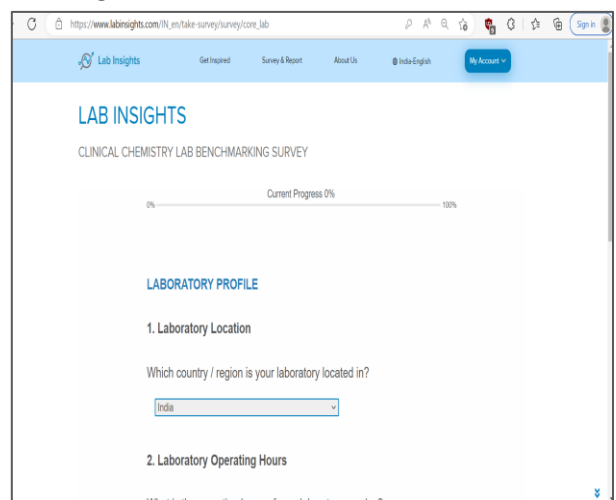
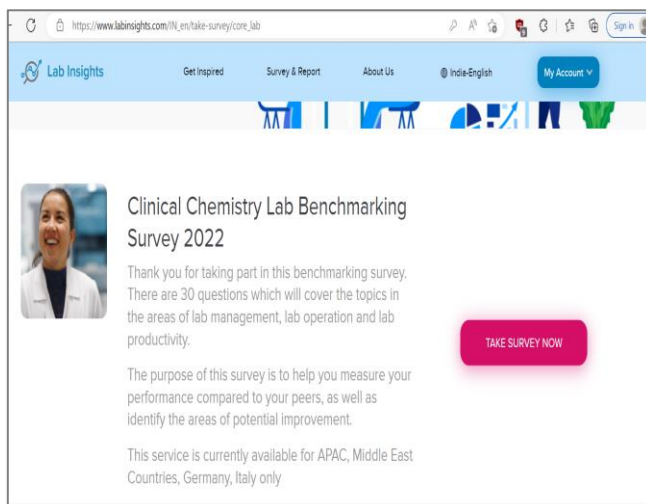


The form contains the following fields and options:

- Institution / Lab***: Text input field with value "213".
- Address***: Text input field with value "123".
- City***: Text input field with value "123".
- Country / Region***: Dropdown menu with value "India".
- Branch Name**: Text input field.
- Department Name**: Text input field.
- Would you like to join CAHO campaign?***: Radio button options for "Yes" (selected) and "No".
- Consent Section**:
 - "By filling in this form and ticking this box, you (a) agree and accept Roche's Legal Statement AND (b) consent to the collection and processing of your personal data in accordance with Roche's Privacy Notice. By participating in this survey, you acknowledge and consent that the data collected (including personal data), will be shared with CAHO to enable Roche group entities and CAHO to track and manage the participation of clinical laboratories in this survey, in compliance with applicable data protection laws and the privacy policy at https://www.labinsights.com/IN_en/privacy"
 - "Please tick this box to consent receiving news, offers and information about Roche's products, services and events ("Marketing Updates")."
- Buttons**: "Back" and "Register".
- Footer**: Links for Roche Legal statement, Roche Privacy Notice, and Roche Cookies Policy.

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

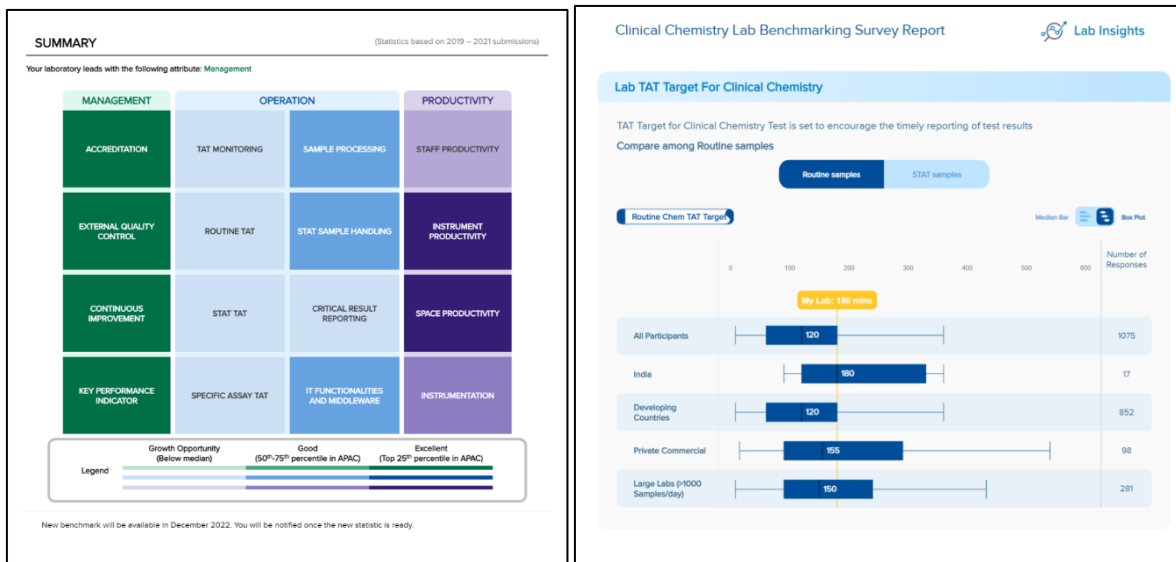
Survey start Page



- 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.

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?
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?	What is the best lab practice in relevant community/ community groups?
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?
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?	What is the best lab practice in relevant community/ community groups?
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?
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'?	What is the best lab practice in relevant community/ community groups?
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?
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?	What is the best lab practice in relevant community/ community groups?
16	Instrumentation	What are the choice of Instrumentation - standalone, integrated, Task targeted automations or Total Laboratory automations in labs?	