



RCPAQAP

RCPA Quality Assurance Programs

Annual Report 2015

Our Programs

- Chemical Pathology
- Haematology and Transfusion
- Infectious Diseases and Immunology
 - Biosecurity
 - Immunology
 - Microbiology
 - Molecular Infectious Diseases
 - Serology
 - Synovial Fluid
- Tissue and Cellular Pathology
 - Anatomical Pathology
 - Cytopathology
- Molecular Genetic Pathology
 - Germline Disorders
 - Haematological Disorders
 - Molecular Oncology
- Point of Care Testing (PoCT)
- Virtual Microscopy
- Pre- and Post-analytical Programs
 - Key Incident Monitoring (KIMMs)

Protecting patients

Chairman's report

Chairman's Report

2015 has been a year of big changes for the Company. From July 1, the Company became a wholly owned subsidiary of the Royal College of Pathologists of Australasia (RCPA). A new constitution replaced the Memorandum and Articles of Association from 1988. The existing Directors were re-appointed under the new Constitution. We are confident that this new governance structure with the RCPA will serve only to consolidate the close working relationship we have enjoyed since incorporation over two decades ago. We will align our financial year with that of the RCPA, moving from a calendar year financial year to a July to June cycle.

The Board created and adopted a Board Charter. The Charter addresses the principles recommended by the Australian Stock Exchange to document the governance framework of the Company: management and oversight; structuring the board to add value; acting ethically and responsibly; recognizing and managing risk; and communication with the RCPA.

In terms of the governance of the Programs, Dr David Moffat became the Chair of the Anatomical Pathology Program in February. As of 2016, the Cytopathology Program will become a Module within Anatomical Pathology. The Board considered this change carefully, looking to the parallel arrangements within the RCPA and the changes in cytopathology practice. Professor Margaret Cummings, the long-standing Chair of Cytopathology will stay on for 12 months as the Convenor of the Module. In December, Professor John Christodoulou steps down as Chair of Genetics. We thank Professors Cummings and Christodoulou for their contributions to their respective Programs.

Dr Tony Badrick assumed his appointment as the Chief Executive in February. He has worked tirelessly to effect the ongoing transformation of the Company into its new way of being as well as implementation of the Company's strategic plan. He discusses some achievements in his report.

The Board thanks the Program Chairs and all our honorary contributors for their assistance to the Programs. It acknowledges the dedication and hard work of all our staff. My personal thanks go to my fellow Directors for their guidance and support – Tony Landgren, Mike Ralston, Lawrie Bott, John Wells, John Rowell, Jeanne Tomlinson and Bev Rowbotham.

Dr Raymond Chan
Chairman
December 2015

RCPA QAP Board of Directors

Dr Raymond Chan - Chairman
Dr John Wells
Mr Mike Ralston
Dr Beverly Rowbotham
Dr John Rowell
Prof Anthony Landgren
Dr Lawrie Bott
Dr Jeanne Tomlinson



Chief Executive's report

Chief Executive's Report

The ongoing aim of the RCPA Quality Assurance Programs is to continue to build upon its experience to improve current programs and offer new modules. External Quality Assurance Programs are a pillar of laboratory harmonization and it is a fundamental role of the RCPAQAP to provide the support required by our participants to achieve consistent results. We strive to produce innovative programs that represent 'best practice' in their range of measurands and the basis of the underlying the assessment processes.

We are aware of several areas within the business where there is potential opportunity for improvement and we strive to excel in all aspects of the services we provide. To improve our internal processes we have commenced work on several LEAN Projects in an attempt to further improve our services and our participant's experience.

From July this year the RCPA became the major shareholder of the RCPAQAP. This has led to some minor changes in reporting but will strengthen the co-operation between the RCPA and the QAP. The RCPAQAP changed its reporting Financial Year from a calendar year to July/June.

This year Penny Petinos left the RCPAQAP after many years in this organisation. Penny served as Quality Manager and Manager of Quality and Education and was key to the development and growth of the RCPAQAP. We wish her every success in her new career.

Telephone System

After various Focus Group meetings and information obtained through customer feedback, it was brought to our attention that the current RCPAQAP telephone system required review. As a result of this, a decision has been made to change the current telephone structure to allow for a more streamlined method of contact and to ensure that calls are directed to the most appropriate department to offer assistance and promptly resolve any enquiries.

EQuAlity

We are currently preparing a rewrite of our basic software suit which will be named eQuality. As part of the eQuality development we have undertaken an extensive review of the competitors in the market to ensure we have captured 'best practice' in the EQA programs. Obtaining feedback from our participants during this process is crucial. We value our user's opinions, therefore, no changes will be made to the numbering system until we have consulted with our customers to obtain information regarding the necessary requirements.

Hand in hand with eQuality will be a refresh of the website with more functionality and information available to users.

Quality Review System

In addition to the Electronic PDF reports that were introduced in 2013, the RCPAQAP has developed a Quality Review feature within myQAP that allows participant contacts to review, flag and add comments to survey reports. This functionality was trialled with a small test group of participants and as a result of the positive feedback, it has now been made available to all Organisations. This feature can be utilised by laboratory staff and Quality Managers and offers the advantage of easily managing the performance of multiple laboratories/sites.

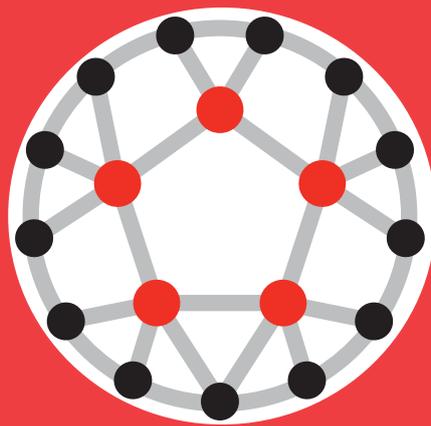
Collaboration

The RCPAQAP have always collaborated with other like-minded organisations to improve our programs and reports. This year we have worked together with LabQuality (Finland), WEQAS (Wales) and NEQAS (UK) to develop our range of products. We anticipate this will continue into the future.

Discipline Advisory Committees

The success of the RCPAQAP is undoubtedly due to the input of the Advisory Committees who provide expertise and market intelligence at every stage of the development and implementation of programs. We thank all those members for their time and effort.

Tony Badrick
Chief Executive Officer



**RCPA Quality Assurance
Programs Pty Limited**

Suite 201, Level 2, 8 Herbert Street
St Leonards NSW 2065
AUSTRALIA

email: enrolment@rcpaqap.com.au
phone: 1300 78 29 20
fax: 1300 78 29 21

Chemical Pathology QAP

257 Gilbert Street Adelaide SA 5000

Immunology QAP

Flinders Medical Centre Bedford Park SA 5042

rcpaqap.com.au