



Commitment to Quality and Safety Statement

Northern Plains Laboratory (NPL) is fully committed to providing the highest quality service to our clients and is in compliance with all applicable state and federal laws, regulations and policies.

Accreditation and Regulatory Requirements:

- **Accreditation:** NPL is accredited by the “gold standard” in the laboratory industry: The Laboratory Accreditation Program of the College of American Pathologists. The CAP Laboratory Accreditation Program (LAP) is recognized by Joint Commission and CMS/CLIA has granted the CAP LAP deeming authority to ensure that CAP-accredited laboratories fulfill or exceed the hundreds of national standards reflecting the best practice in the industry. For a copy of our certificates of accreditation please go to our web site at www.northernplainslab.com.
- **Confidentiality:** NPL is fully committed to compliance with all privacy, security and electronic transaction code requirements of the Health Insurance Portability and Accountability Act (HIPAA).
- **Safety:** One of The Joint Commission’s safety goals is to improve the accuracy of patient identification. Northern Plains Laboratory requires a minimum of two patient identifiers on all patient specimens. Specimen identification information is compared to demographic information on the ordering requisition prior to accepting the specimen for testing. Northern Plains Laboratory’s safety plan and program is OSHA compliant.
- **Specimen Transport and Handling:** All personnel and contract couriers packaging and transporting specimens are trained or certified as dictated by the US Department of Transportation regulation 49CFR, Parts 100-185.
- **Equal Opportunity Employer:** NPL is an Affirmative Action Plan (AAP) employer in compliance with all applicable requirements as defined by the Equal Employment Opportunity Commission (EEOC)

Personnel: Northern Plains laboratory’s orientation and competency programs provide a uniform method of training and assessing the performance of employees. All technical employees participate in continuing education to maintain North Dakota licensure.

Result Notification: Clients are required to provide “critical value” contact information. All test results designated as “critical” are called to the appropriate provider or designee 24 hours per day. Significant findings, while not considered “critical results”, are results that are needed promptly by the provider for patient care. These results are called to the clinician or designee. NPL participates in “Reportable Disease Notification” per applicable state health agency protocols.

Quality Improvement Program: Northern Plains Laboratory (NPL) strives for continuous improvement to enhance value to the customer. We maintain an active quality management program founded on the Clinical Laboratory Standard Institute (CLSI) HS1-A3 and GP26-A3 consensus standards. A recent survey of internal and external customers indicated greater than 95% satisfaction with NPL services.

Quality Assessments and Proficiency Testing Program: NPL participates in both internal and external quality assessments. Internally, performance is measured through the use of quality indicators. Externally, performance is measured by participation in the College of American Pathologist’s proficiency testing and accreditation assessment programs.

Compliance Program: Northern Plains Laboratory is committed to ethical practices for clinical services, marketing and billing. Annually, NPL undergoes an external compliance audit. The audit findings demonstrate NPL’s compliance program is effective and functions as defined by OIG guidelines.

If you would like additional information about the quality program at Northern Plains Laboratory or would like assistance with compliance or quality processes please contact Christine Haaland, Client Services Supervisor at 1-800-645-1003.