

MEDLATEC

Vietnam's First CAP-Accredited Laboratory Boosts Credibility and Trust

OVERVIEW

A New Approach to Quality

Known for its pioneering spirit and focus on innovation, Medical Laboratory and Technology Company (MEDLATEC) set out on an ambitious journey to become the first laboratory in Vietnam to achieve the College of American Pathologists (CAP) laboratory accreditation. Not only has this milestone set MEDLATEC apart from its competition, but it has also helped the organization build customer trust by delivering accurate, high-quality results. Supported by its leadership team and dedicated staff, MEDLATEC is well positioned to take on new opportunities and grow its international business.



AREAS OF IMPACT



Operational Excellence

CAP accreditation led to increased staff productivity, confidence, and skills:

- 100% of emergency results are provided within 45 minutes
- 95% of routine test results within 90 minutes



Business Growth

CAP accreditation has elevated the reputation of MEDLATEC and its laboratory staff, leading to a 50% increase in revenue.



Diagnostic Confidence

With the assistance of CAP accreditation checklists, MEDLATEC significantly reduced their error rates:

- initial sample rejection rate from 0.1% to 0.05%
- customer complaints from 0.02% to 0.01%



Ms. Nguyen Thi Kim Len, MMed
Deputy General Director, MED Group
Director, MEDLATEC Hospital

“Achieving CAP accreditation helps us confidently affirm that our facilities and staff are qualified and capable to provide the best testing services to customers.”



Customer-Centered Approach Drives Results and Recognition

BACKGROUND

Focus on Delivering Best-in-Class Services

Since joining MEDLATEC in 2012, Laboratory Director Trinh Thi Que, PhD, has focused on providing the highest-quality patient care and established a quality management system according to ISO 15189. As Dr. Que and her team looked to the future, they discovered that the CAP Laboratory Accreditation Program could help them meet their dynamic goals to continually improve the laboratory's quality while enhancing trust and patient experience. It offered the recognition of international quality standards, the guidance of comprehensive checklists, and access to proficiency testing/external quality assessment programs for all their specialized departments too.

APPROACH

Using All Resources to Prepare and Succeed

Initially, some of the laboratory employees were nervous about the accreditation process, but they soon realized the importance of compliance and controlling testing quality. To manage the process, the laboratory staff were divided into smaller groups, and each group was given the responsibility for understanding their section checklists.

Before the official CAP inspection, MEDLATEC Laboratory Deputy Director Pham Van Ngai, MSC, who was responsible for understanding the CAP accreditation requirements in detail, hosted a series of internal assessment drills. The team also took part in CAP-hosted webinars and spoke to other accredited organizations.

"Throughout this process, our staff has become more aware of the importance of quality testing. They have been trained according to the CAP standards, so they have greater confidence that testing performed by them will have more reliable results," said Mr. Ngai.

CONCLUSION

CAP Accreditation: Continued Quality and Growth

MEDLATEC's success stems from the unity and enthusiastic support of individuals from across the organization. Deputy General Director of MED Group and Director of MEDLATEC Hospital Ms. Nguyen Thi Kim Len, MMed, played a key role in motivating employees to learn and do things they had never done and in bridging departments.

Since receiving their CAP accreditation, the staff continue to take part in ongoing training sessions to ensure that the laboratory operates at the highest level. The organization has also built out the staff competency assessment process more fully according to CAP guidelines. This helps them better understand the documentation systems and procedures, allowing smoother laboratory operations.

The doors have opened wide for MEDLATEC. This growing organization has expanded its business to offer best-in-class services to all customers—locally and internationally. And according to Dr. Que, "Being accredited by the CAP means that we must continually maintain and improve our system. Therefore, the quality of our staff and laboratory will only get better."

FACTS AND FIGURES

Year Founded	2002
Headquarters	Hanoi, Vietnam
Number of Laboratories	1
Clinical Tests Offered	468 services in 268 categories
Tests/Day	nearly 10,000

“I’m very proud of our laboratory. Being accredited by the CAP will help us access new markets outside our region. It also brings us more opportunities to work with and learn from other laboratories in the world.”



Dr. Trinh Thi Que, PhD
MEDLATEC Laboratory
Director



COLLEGE of AMERICAN
PATHOLOGISTS

Laboratory Quality Solutions

SCAN TO VIEW THE
FULL CASE STUDY

