

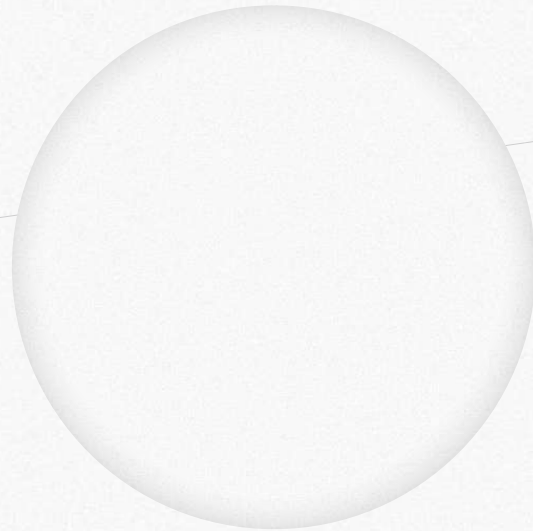


Quality
Consulting

be a leader in laboratory medicine



MedLabs. Consultancy Group



*F*ounded in 1993 as a Jordanian Limited Liability Company in the field of laboratory medicine, MedLabs Consultancy Group is a well-established corporate institution based on Group Practice. Over the last 25 years we have become the region's fastest growing network of private stand-alone and hospital-based medical laboratories, offering a wide range of routine & specialized tests at the highest international standards of quality. MedLabs' core objective is to provide all physicians and their patients in the region access to high quality medical laboratory services & patient care.

MedLabs has its corporate offices and regional reference laboratory in Amman, Jordan where a team of dedicated medical laboratory specialists and management staff ensure the efficient day to day operation of its more than 50 laboratories across several countries and alignment of all its services in the region.

Our staff are our key strength

MedLabs employs more than 400 employees including 11 MDs and 7 PhD holders who oversee and develop all laboratory medicine sub-specialty departments, and more than 350 medical technologists and management staff holding MSc., MBA and BSc. degrees who support all MedLabs projects. This *knowledge base* makes us unique in our field in the Middle East and positions us as a key reference for laboratory science in the region.



Quality

As a leading provider of diagnostic testing, information and services, MedLabs has always felt a responsibility to lead the way by example and raise the quality of laboratory healthcare delivery in the region. Quality is not just our commitment it is our driving force, it's in our *"blood"*.

Throughout its history, MedLabs has focused on quality as a key factor for delivering trusted results. We consider quality to be a core value that brings synergy between the human and technological aspects of our company, aligning our teams in all departments – scientific and managerial - to pursue excellence in all that we do.

This commitment to quality has resulted in the following MedLabs achievements:

- College of American Pathologists (CAP) Laboratory Quality Accreditation (since 2011). CAP is recognized worldwide as the "Gold Standard" in laboratory accreditation
- European ISO 15189: Laboratory Accreditation (since 2010)
- ISO 9001: Management Certification (since 2003)
- Health Care Accreditation Council (HCAC) accreditation for all branches in Jordan
- The King Abdullah II Award for Excellence in the services private sector in Jordan (2011)
- Recognized by the Jordanian Ministry of Health as the first private laboratories in Jordan to provide medical technologist training for the purpose of licensing future laboratory directors



*S*ervices

Diagnostic Laboratory Testing
Reference Laboratory Testing
Turnkey Project Management
Laboratory Management
Quality Management
Consulting Services
Capacity Building and Education
Scientific Publications for the Medical Community
Value-Added Patient-Centric Services

*P*rojects

To-date, MedLabs has set up and or managed more than 80 medical laboratories across 7 countries.

MedLabs' current Laboratory Projects:

- Forty four independent and two hospital laboratories in Jordan
- Eight laboratories in the West Bank
- Five laboratories in Iraq and the Kurdistan region of Northern Iraq



MedLabs Quality and Safety Consulting Services

Consulting

As implied by the company's name 'Consultancy' is one of our main services - specifically in laboratory accreditation. Over the past 10 years, having achieved CAP, ISO 15189, ISO 9001 and HCAC accreditations and having various MedLabs staff as certified CAP, ISO & HCAC inspectors; we have delivered our consulting services to numerous laboratories in the region. This service has resulted in accreditation success for all laboratories we worked with. Our main objective in every consulting project we take on is to nurture a Quality & Safety *culture* within the lab that ensures sustainability beyond the accreditation survey.

MedLabs' most recent accreditation consulting projects include:

- . One CAP consulting project in Erbil, Northern Iraq
- . One CAP consulting project in Kuwait
- . Three ISO 15189 consulting projects in Libya
- . Three ISO 15189 consulting projects in Northern Iraq
- . One ISO 15189 consulting project in Jordan
- . Forty HCAC consulting projects (MedLabs' branches) in Jordan

Our consulting service is delivered by our dedicated and experienced Quality & Safety Department staff and overseen by our committed senior management team. The scope of MedLabs services in this area can be broken down as follows:

Accreditation Preparation:

We offer practical and comprehensive assistance to medical laboratories preparing for any laboratory quality accreditation. During the preparation process, our expert consultants help determine the laboratory's current state of compliance with CAP, ISO, HCAC or other standards and plan future steps. We work with laboratories to create an action plan, provide education and training for staff and offer ongoing assistance both on-site and off-site. We work alongside the bench technologists, supervisors and managers to help them adopt the culture that is part of the accreditation implementation process and ensures sustainability and longevity of this continuous journey.

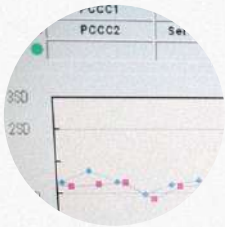




Phase I:

Introductory Consultation

For laboratories that wish to improve patient safety and quality of care, we identify their strengths and challenges in relation to meeting the accreditation standards, and introduce them to the essential quality requirements to benchmark with international accrediting bodies such as CAP, ISO or other accreditation preparation processes. This consultation offers highly customized learning, high-level assessment and practical advice. A consultant from MedLabs joins the manager of the laboratory's Quality Department or other senior staff to evaluate the laboratory's existing quality practices, provide mentoring and education and conduct meetings to help create a plan for moving forward to implement a complete quality management system.



Phase II:

Laboratory Assessment

This baseline assessment provides an in-depth review of the laboratory's ability to meet the required quality accreditation standards. Results are summarized in a comprehensive report from which immediate improvement activities can begin.



Phase III:

Ongoing Assistance & Staff Training

We help laboratories maintain momentum by training staff on the implementation of accreditation standards. Standard Operating Procedures are prepared covering technical, quality and safety aspects. Assistance can be delivered during this phase through off-site support that may include e-mail and Skype communications, review of policies and procedures, laboratory or quality improvement data, periodic conference calls as well as actual on-site visits.

Phase IV:

Simulated or Mock Inspection

For a Laboratory that has implemented significant levels of accreditation preparation, a simulated inspection that allows the laboratory team to practice the actual accreditation inspection process offers a comprehensive assessment of accreditation readiness. A meeting with all staff is conducted to make sure that they are technically & psychologically prepared for the actual inspection.

Phase V:

Ready for Inspection

Phase VI:

Inspection findings

Our team works hand in hand with the laboratory team to assist in correcting any survey findings.

Quality and Safety Services

Our quality and safety manuals are customized to meet every laboratory's unique needs. These are based on international standards including CAP, ISO, JCI, WHO, OSHA and CDC guidelines and include:

- Specimen Collection Manuals
- General Safety Manuals
- Engineering Safety and Physical Facility Design
- Infection Control and Prevention including the implementation of "Universal Precautions and Bloodborne Pathogens"
- Chemical Hygiene Manual including NFPA labeling and signage systems
- Complete "benchmark" Quality Management System documents, including quality policies, technical standard operating procedures (SOPs) and related forms and documents that cover all laboratory processes (Pre Analytical, Analytical & Post Analytical Phases)
- Section specific policies & procedures (Hematology, Chemistry,...etc)



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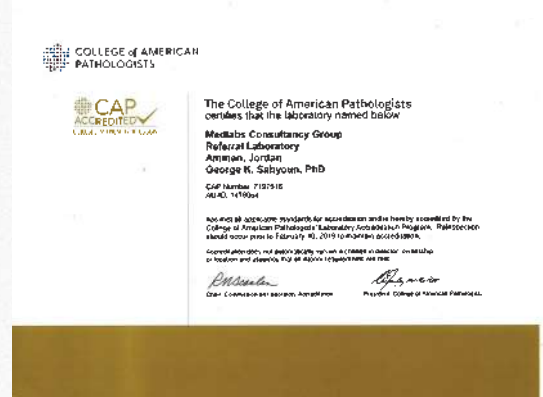


MedLabs *A*ccreditations and *C*ertifications



College of American Pathologists

MedLabs Reference Laboratory is fully accredited by the College of American Pathologists (CAP) Laboratory Accreditation Program. The CAP Laboratory Accreditation Program is an internationally recognized program and the only one of its kind that utilizes teams of practicing laboratory professionals as inspectors. Designed to go well beyond regulatory compliance, the program helps laboratories achieve the highest standards of excellence to positively impact patient care and is the *gold standard* for laboratory accreditation worldwide.



ISO 15189 Laboratory Accreditation

MedLabs was the first laboratory in Jordan and the region to be awarded the ISO 15189 Laboratory Accreditation (specific requirements to ensure Quality, Competence and Reliable Results) by the Accreditation Unit / Jordan Institution for Standards and Metrology in cooperation with the European Union. MedLabs is currently accrediting its regional laboratories as well.



ISO Certification 9001:2015

MedLabs Consultancy Group has been European ISO certified for the Management of Medical Laboratory Services since 2001- (BS EN ISO 9001:2000) and was recently re-certified for the fourth time (BS EN ISO 9001:2015).





King Abdullah II Award for Excellence

In 2011, MedLabs was awarded the King Abdullah II Award for Excellence in the services private sector in Jordan. The King Abdullah II Award for Excellence is the highest level of recognition of quality and excellence in Jordan. It aims at enhancing the competitiveness of Jordanian businesses by promoting quality awareness and performance excellence, as well as recognizing quality and business achievements of Jordanian organizations. The Award also aims at sharing the experiences and success stories of participating organizations.



HCAC Accreditation

On their 25th anniversary, MedLabs decided to 'go the extra mile' for their patients in the form of a project that would ultimately accredit each of their laboratories in Jordan (40+) by the Health Care Accreditation Council (HCAC) within two years. This is a huge undertaking by any standards. MedLabs believe this accreditation will take their laboratories to yet a higher level of quality commitment that will directly impact their patients and staff and differentiate them from other laboratories. As leaders in their field, MedLabs are spearheading this project to be a role model for other laboratories in Jordan to adopt accreditation to further improve their quality standards and commitment to patient care.

The HCAC is Jordans and the region's only ISQua accredited institution dedicated to improving quality in healthcare.





CAP



