

## Self-Monitoring Report 1/2025

The content of the report consists of the areas defined in the Fimlab's self-monitoring plan. By monitoring and developing these areas, we ensure high-quality and safe laboratory services.

The areas monitored in the self-monitoring plan include, among others:

- Customer and patient safety
- Quality of services
- Employees
- Premises and equipment
- Medical devices, data systems, and the use of technology
- Risk management
- Feedback

## Observations and Actions from the First Third of the Year 2025

### Employees

During the first third of 2025, we have adjusted the number of employees by approximately 25 full-time equivalents to better match the volume and quality of work. Temporary external labour has been used, when necessary, particularly in cases of sudden absences.

Employee retention and attractiveness have remained strong. All externally advertised positions and summer jobs have been successfully filled. Nearly 600 applications were submitted for summer jobs. In total, we received around 1,000 applications (including summer workers), and we hired 166 employees for the open positions. Staff turnover has remained very moderate, with voluntary turnover at around one percent.

Employee competence development has continued robustly. We have launched a company-wide development initiative to improve the orientation process. Our aim is to clarify roles and responsibilities and to diversify and harmonise our orientation practices.

We have also initiated a company-wide development project concerning job descriptions. The goal of this initiative is to standardise job descriptions and the related process, and to make them visible and accessible to all employees.

# Fimlab

In line with our employee promise, we have continued to actively develop occupational well-being. This year's theme is particularly focused on the well-being of the mind and brain. Sickness absence has decreased compared to the same period last year.

## **Service Development Based on Customer Feedback**

The Net Promoter Score (NPS) for consumer customers who visited our sample collection service locations was 87. A total of 11,424 responses were received, with an average score of 9.42.

The NPS for professional customers was 35, based on 46 responses, with an average score of 8.28.

We received a total of 1,297 pieces of customer feedback:

- 70.5 % of customer complaints
- 21.2 % enquiries
- 8.3 % compliments.

Based on the feedback, we updated the content of the Fimlab.fi website and reviewed our procedural guidelines.

As a development measure for the next third of the year, we will focus on improving the efficiency of services at sample collection locations and enhancing the digital service channels for professional customers.

## **Customer and Patient Safety Observations and Deviations**

During the review period of the first third of the year, there were 1.17 million sample collection events, and 5.7 million tests conducted.

There were no significant deviations related to customer or patient safety during this time.

A total of 283 notifications were received:

- 255 patient safety notifications
- 9 data security notifications
- 19 operational environment notifications.

Based on these notifications, we reviewed our procedures and updated our work instructions.

## Objections and Complaints

During the review period, covering our entire operational area across five wellbeing services counties, we received five patient objections and no official complaints. The objections concerned sample collection, procedures, service availability, and an incorrect diagnosis.

Based on the objections, we reviewed our work instructions and procedures and supplemented our diagnostic process.

## Internal and External Quality Audits

We prepare an internal audit plan annually. Internal audits cover all our operations across all service areas. During the review period, we conducted 26 internal audits and recorded 27 observations. These observations related to, among other things, the documentation of orientation information, deficiencies in maintenance reports, and whether work instructions were up to date. Over half of the observations (52%) have already been addressed, and corrective actions for the remaining ones are still in progress.

We are accredited by FINAS (Finnish Accreditation Service). The FINAS assessment was carried out at Fimlab in January 2025. A total of 13 deviations were identified, none of which were classified as significant.

Based on the deviations, we updated our instructions, clarified the content of the quality page on the Fimlab.fi website, enhanced orientation, adjusted our procedures in sample collection operations, refined our archiving practices, and improved occupational safety for our employees.

As a development measure for the next third of the year, we will update our job descriptions.

## Updates to Plans

We have fully renewed Fimlab's management system. In addition, during the review period, we updated our risk management and quality management plans.