

Self-Monitoring Report 2/2025

The content of this report is based on the areas defined in 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
- Service quality
- Employees
- Premises and equipment
- Medical devices, data systems, and the use of technology
- Risk management
- Feedback

Observations and Actions for the Second Third of 2025

During the review period of the second third of the year, there were 873,336 sample collection events and 5,182,960 tests conducted.

Service Quality

Sample collection services were sufficiently available, and the quality targets we set were well achieved across our entire operational area. No significant deviations were observed in sample analysis, turnaround times for examinations were mostly met, and the quality targets for diagnostic processes were achieved. We also met the turnaround time targets set for urgent emergency samples.

Internal audits continued according to the annual plan. During the review period, 31 internal audits were conducted, resulting in 36 recorded observations. These related to, among other things, the maintenance of supplies and equipment, and the currency of work instructions. Corrective actions have been taken for all observations.

Employees

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There was an adequate number of qualified personnel available. Employee retention and attractiveness remained strong, and turnover stayed at a moderate level. All open summer positions were successfully filled, with more applicants than in previous years. The summer holiday period went well. Recruitment of summer substitutes was successful, and the number and quality of summer employees ensured smooth operations. External labour was used temporarily when required due to sudden absences.

We measured employee experience among both summer workers and students who completed internships earlier in the year. Summer workers rated us 4.4 out of 5 as an employer, and students gave a rating of 4.7 out of 5. Feedback from students indicated that our student guidance is of high quality and successful.

Competence development has remained strong. The project to improve the orientation process has progressed as planned, and the implementation of a digital platform to support orientation is about to begin. Our goal is to clarify roles and responsibilities, and to diversify and standardise our orientation practices.

We have launched a company-wide development project for job descriptions. The aim is to standardise job descriptions and the related process, and to make them visible to all employees.

In line with our employee promise, we have continued to actively promote occupational wellbeing. This year's theme is especially the wellbeing of the mind and brain. The number of sickness absences in the early part of the year is lower than during the same period last year.

Service Development Based on Customer Feedback

The Net Promoter Score (NPS) for consumer customers visiting sample collection service locations was 88, based on 7,429 responses, with an average score of 9.46.

The NPS for professional customers was 34, based on 95 responses, with an average score of 7.86.

We received a total of 947 feedback messages:

- 73 % customer complaints
- 22 % enquiries
- 8,8 % compliments.

Based on the feedback, we updated and reviewed our operating instructions.

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

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Customer and Patient Safety Observations and Deviations

One significant customer and patient safety deviation occurred during the review period. Investigation is ongoing in cooperation with the wellbeing services county.

We received a total of 274 notifications:

- 261 patient safety notifications
- 8 data security notifications
- 5 operational environment notifications.

Based on the notifications, we reviewed and updated our procedures, improved our data systems, and revised our work instructions.

Objections, Complaints and Other Contacts from Authorities

Across our operational area covering five wellbeing services counties, we received six contacts from authorities during the review period. Three of these came from the Patient Insurance Centre and were all requests for the release of laboratory results. We received three patient objections from the wellbeing services counties, concerning the correction of laboratory results, sample handling processes, and customer service practices. All objections have been investigated through self-monitoring methods, and no deficiencies or errors were found in our operations. Written responses were provided within the required timeframe, and no further remarks were made based on these cases.