

Quality Management Systems

Quality Management Systems Requirement

Establish performance metrics, monitor performance and make improvements as needed to ensure national (and state/local) surveillance requirements are being met in an effective and efficient manner.

Requirement Intent

A quality management system can be defined as a coordinated activity to monitor and control organizational processes and resources. Both national and state/local virologic surveillance systems require monitoring and management of the various components that inform surveillance. Establishing and applying performance metrics encourages continuous improvement, demonstrates return on investments and helps to justify funding. It is important that CDC and state/local jurisdictions monitor activities related roadmap requirements as well as compliance with ELC and PHEP benchmarks.

State and local influenza programs and PHLs should monitor quality and consistency of specimen submissions throughout the system, data confidence in relation to sample sizes and representativeness and laboratory testing quality assurance parameters.

CDC should monitor reporting and specimen submissions to ensure national surveillance data are representative of influenza activity, meet current national needs across the entire country and that specimens are being submitted in a timely manner throughout the year to help inform annual vaccine virus selection. Additionally, monitoring resource allocation and usage in the context of surveillance test activities allows CDC to identify areas for improvement and justify funding for national and state/local surveillance systems. National quality monitoring efforts may include timeliness and consistency of testing data reported to CDC, influenza virologic surveillance specimen submissions to CDC and CDC-designated laboratories and utilization rates of CDC provided reagents.

CDC, PHLs and state/local surveillance programs should use data gathered through quality monitoring practices to identify and implement improvements and efficiencies as appropriate.