

## **460: DEVELOPMENT OF AN INTERNAL DYNAMIC WEBSITE TO PROMOTE QUALITY ASSURANCE IN A BIOCHEMISTRY LABORATORY**

### **Authors:**

Pernet P., Vaubourdolle M.

### **Objective:**

To improve and facilitate communication regarding quality assurance in a biochemistry laboratory via a dynamic internal website.

### **Methods:**

The Saint-Antoine Hospital Biochemistry laboratory in Paris has been engaged since 1995 in a quality assurance program for continuous improvement, involving all the staff of the unit (91 people). In order to facilitate communication between people located in different places, and to reduce the amount of written documents, we developed an internal website displaying news, organization and ongoing projects about quality assurance in the laboratory. The website was created in 2 months by a self-made webmaster from the laboratory staff. The DHTML and PHP pages were written with WebExpert v.5. EasyPHP freeware (including PHP, MySQL and Apache softwares) was used to create dynamic pages. Clients uses Microsoft Internet Explorer 5. The website is hosted on a Microsoft Windows 2000 server.

### **Results:**

The website includes several sections : general news, specific news/info dedicated to the different units of the laboratory, documents (quality manual, laws, guidelines, processes... in addition to our quality documentation structure), planning, National Quality Control results, forum. The system is stable and experienced no crash during the last 3 months. A counter on the main page shows an average of 100 daily connections indicating that the website is widely viewed. An average of 2 new topics are added every day: this is facilitated by PHP-written pages allowing users to post and update information. At last, this system allows to record in real-time the "life" of our quality assurance project, improving traceability. Regarding practicability, an internal poll showed that 80 % of people were satisfied with this new tool and 91 % thought they had more information now.

### **Conclusions:**

The use of an internal website improves communication about quality assurance and facilitates diffusion of information. This kind of approach needs to be extended to other aspects of quality management such as training or non-conformity and to comply with the future ISO15189 normative requirements.