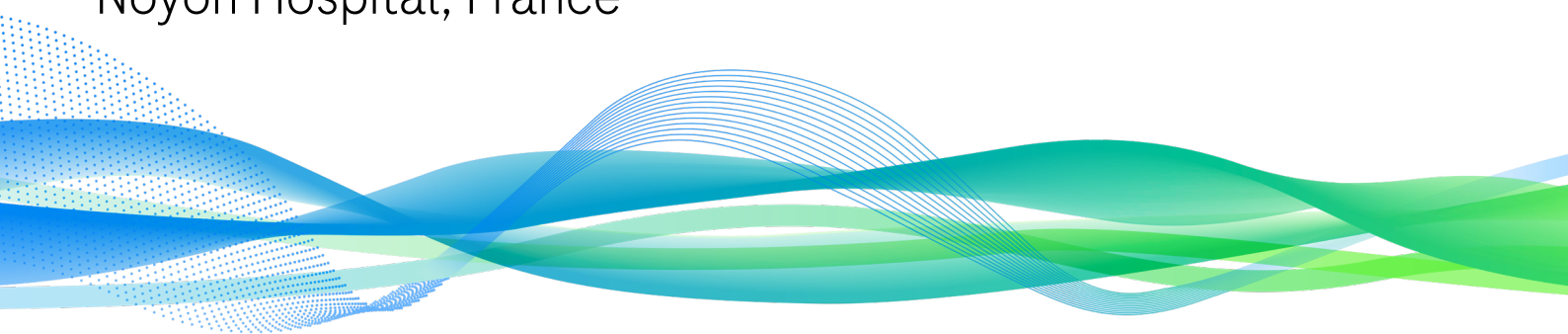


navify[®] Quality Performance

Driving operational excellence through continuous monitoring and smart quality management at Compiègne-Noyon Hospital, France



Executive summary

In clinical laboratories, maintaining robust quality control (QC) systems is essential to ensuring analytical reliability, patient safety, and operational efficiency. **navify** Quality Performance is a lab software designed to address complex quality assurance challenges by providing real-time monitoring, interlaboratory benchmarking, and automated QC analytics.

At Compiègne-Noyon Hospital, a public healthcare institution in France operating a broad-scope medical laboratory, the implementation of **navify** Quality Performance has strengthened QC management and improved daily workflow efficiency.

Since implementation, **no clinical impact studies related to non-conformities have been required** since April 2024, compared to one or two such cases per year previously. Moreover, the laboratory has **reduced approximately eight staff hours per month in QC processes** (~12 days per year) and an additional **four staff hours saved per month in analyzer performance comparison** (~six days per year). These improvements have enhanced confidence in reported data, reduced manual workload, and reinforced the laboratory's regulatory readiness.

The experience of Compiègne-Noyon Hospital shows how **navify** digital solutions can streamline quality management and support sustainable operational performance in clinical diagnostics.



Zero

Clinical impact studies related to non-conformities



12 days/year

Saved in overall quality control processes annually



Six days/year

Saved in analyzer performance comparison

The implementation of **navify** Quality Performance at Compiègne-Noyon Hospital, France

Compiègne-Noyon Hospital is a public healthcare institution in France that unites two affiliated hospitals within the same regional network. It operates an in-house medical laboratory responsible for a broad spectrum of analyses.

The hospital complex comprises **1,179 beds** and records an annual activity of over **77,000 emergency visits, 7,620 surgeries, 8,150 inpatient stays, and 241,445 medical consultations**, supported by a workforce of **2,560 staff members**. The laboratory conducts **1,095,338 tests per year** on Roche analyzers, corresponding to an average of approximately **3,000 tests per day**. This activity corresponds to an average of **600–700 patient files processed daily**, with **300–400 cases handled on analytical platforms** integrated with **navify** Quality Performance.



1,179 beds across hospital network



600-700 patient files processed daily



300-400 cases handled on analytical platforms

Prior to the implementation of **navify** Quality Performance, the laboratory encountered several quality control challenges that affected efficiency and confidence in results. Quality control management relied heavily on existing middleware, which provided basic statistical data but lacked advanced comparative capabilities.

A recurring issue involved discrepancies between mirrored instruments, where determining which analyzer produced the correct result for the same sample often proved difficult. The absence of real-time inter-instrument and interlaboratory comparisons, combined with delayed feedback from external evaluations, further hindered timely identification and resolution of such inconsistencies.

Manual processes, including calculations and report generation, also consumed significant resources – roughly one full day per month. Tasks such as calculating measurement uncertainty—particularly during method validation for new instruments or parameters—were especially time-consuming and complex when conducted through manual spreadsheet workflows. These inefficiencies not only increased staff workload but also complicated ongoing accreditation and compliance efforts.



A smarter, data-driven approach to maintaining quality in clinical diagnostics.

navify Quality Performance¹ is a lab software designed to optimize quality control processes in clinical laboratories. Its primary function is to ensure both the accuracy of analytical results and the consistent reliability of instrumentation.

The solution enables laboratories to conduct routine internal quality control (iQC) assessments and verify instrument performance in real time, reducing dependency on periodic external reviews. It also allows direct comparison and benchmarking of performance data across a network of approximately 1,200 laboratories, facilitating early detection of deviations and strengthening confidence in test outcomes.

Built-in alert mechanisms highlight abnormal trends or parameter shifts, enabling timely intervention and supporting ongoing quality assurance. The system aligns with ISO 15189 requirements through integration of recognized reference standards (e.g. EFLM, SFBC, Ricos, EFLM) and automatic calculation of advanced indicators such as Measurement of Uncertainty, Six Sigma Scores, and Total Error. A user-oriented interface and streamlined reporting workflows further simplify documentation, contributing to greater operational efficiency.



Enhanced analytical reliability. Enables continuous monitoring of instrument performance and real-time discrepancy detection, ensuring consistent analytical accuracy across platforms and supporting confidence in reported results.



Operational efficiency and time savings. Automates data consolidation, uncertainty calculations, and reporting workflows, significantly reducing manual workload and freeing staff time for analytical oversight and quality improvement.



Standardized and compliant quality management. Integrates recognized reference standards (e.g. EFLM, SFBC, Ricos, EFLM) and automates advanced metrics such as Measurement of Uncertainty and Six Sigma Scores, supporting ISO 15189 compliance and streamlined audit readiness.

¹ navify Quality Performance is developed by Zasko Software & Technik GmbH and distributed exclusively by Roche.

Enhanced detection and resolution of instrument discrepancies

The implementation of **navify** Quality Performance at Compiègne-Noyon Hospital since April 2024 has transformed the laboratory’s approach to resolving instrument discrepancies. The solution enables real-time comparison and benchmarking of analytical performance against a network of approximately **1,200 laboratories**, providing immediate context for interpreting deviations.

This capability allows the team to quickly pinpoint instruments showing signs of drift and to take targeted corrective actions such as calibration or maintenance. Automated daily alerts and performance notifications further strengthen responsiveness, minimizing dependency on delayed feedback from external evaluations.

As a result, **no clinical impact studies for non-conformities have been required** since April 2024, whereas the laboratory previously conducted one to two such investigations each year.

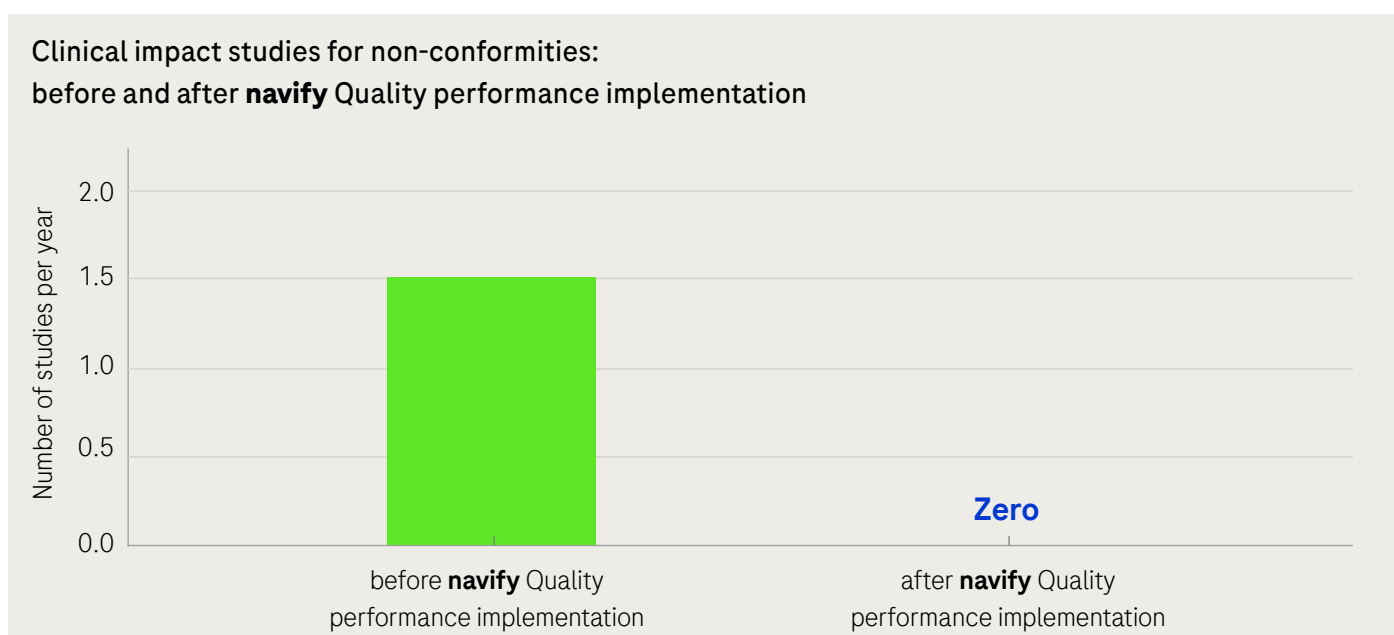


Figure 1. The elimination of clinical impact studies for non-conformities before and after **navify** Quality Performance implementation.

Optimized quality control workflows

Following the deployment of **navify** Quality Performance led to measurable time efficiencies and more effective use of staff resources. The total time dedicated to quality control activities has decreased, equating to approximately one full day saved each month. This gain is primarily attributed to the centralization of statistical data and the streamlining of control review workflows, including automated report generation and simplified method validation processes.

The solution now enables easy creation of monthly peer comparison reports, a capability that did not previously exist in this detailed format.

This functionality alone contributes to the overall one-day-per-month time saving in quality control. Additionally, the facilitated comparison of analyzer performance provides a further half-day efficiency gain per month, while automated data import and built-in uncertainty calculations during method validations save between half a day and one full day per validation.

Together, these improvements have optimized workflow management and reduced administrative burden, allowing staff to dedicate more time to analytical oversight and performance monitoring.

Conclusion

The experience of Compiègne-Noyon Hospital demonstrates that **navify** Quality Performance serves as an effective digital solution for modernizing quality control in clinical diagnostics. Optimized use of the solution has led to a substantial reduction in impact studies related to non-conformities, with the potential for their complete elimination as quality processes continue to mature. In this case, operational data indicate that no impact studies have been required since the implementation of **navify** Quality Performance, highlighting its contribution to achieving and sustaining operational efficiency.

Through improved management of analytical discrepancies and streamlined quality-related workflows, the system has enabled measurable efficiency gains, including a reduction of approximately **eight staff hours per month** in overall quality control processes and an additional **four staff hours per month** saved through facilitated analyzer performance comparison.

“navify Quality Performance gives us peace of mind. We know our results are reliable even before the external evaluations.”

Dr Nadir Adoui

Clinical Laboratory Biologist, Compiègne-Noyon Hospital

Disclaimer: Individual lab results may vary, and testimonials are not claimed to represent typical results. All testimonials are real participants, and may not reflect the typical purchaser's experience, and are not intended to represent or guarantee that anyone will achieve the same or similar results.

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