

**Gambaran *Quality Control* Pemantapan Mutu Internal (PMI) dan Pemantapan Mutu Eksternal (PME) di Suatu Laboratorium**

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**ABSTRAK**

Mutu suatu laboratorium berkaitan dengan hasil uji analisis. Hasil uji analisis laboratorium yang memiliki kualitas tinggi harus menjamin ketelitian dan ketepatan hasil pemeriksaan. Pemantapan mutu terbagi menjadi dua bagian yaitu Pemantapan Mutu Internal (PMI) dan Pemantapan Mutu Eksternal (PME). Kegiatan pemantapan mutu bertujuan untuk menghasilkan pemeriksaan laboratorium yang memiliki mutu dan terjamin ketepatan serta ketelitiannya dalam menegakkan diagnosa pasien. Sumber kesalahan pemeriksaan di laboratorium dipengaruhi oleh setiap tindakan yang terlaksana di dalamnya. Penelitian ini bertujuan untuk memberi gambaran bagaimana laboratorium dalam mengevaluasi kinerja secara internal dan eksternal. Penelitian ini menggunakan metode deskriptif dengan mengambil data dari pemantapan mutu internal dan pemantapan mutu eksternal di bidang kimia klinik, hematologi, dan urinalisis. Hasil tersebut dianalisa menggunakan aturan *Westgard Multirules System*, grafik *Levey-Jennings*, implementasi matrik *Six Sigma* dan berdasarkan pedoman dari Departemen Kesehatan, *Clinical Laboratory Improvement Amandements (CLIA)*, *International Quality Assurance System (IEQAS)*. Hasil penelitian menunjukkan bahwa pada pemeriksaan *quality control* laboratorium pada bidang kimia klinik, hematologi, dan urinalisa termasuk dalam kategori baik. Sehingga dapat memberikan pelayanan terhadap pasien. Akan tetapi proses *quality control* harus tetap dilakukan agar kualitas mutu laboratorium tetap terjaga. Didapatkan gambaran *quality control* Pemantapan Mutu Internal (PMI) menggunakan bahan kontrol yang dianalisis dengan dasar statistik *quality control* seperti nilai rerata, standar deviasi, koefisien variasi, grafik *Levey-Jennings* dengan aturan *Westgard Multirules System* dan bila perlu ditambahkan dengan implementasi metode matrik *Six Sigma*. Pada Pemantapan Mutu Eksternal (PME) menggunakan bahan kontrol yang dianalisis dengan prosedur pendaftaran, pelaksanaan, parameter, hasil pemeriksaan, cara penilaian dan evaluasi.

**Kata Kunci :** *Quality Control, Pemantapan Mutu Internal (PMI), Pemantapan Mutu Eksternal (PME).*

**Overview Quality Control of Internal Quality Assurance (IQA) and External Quality Assurance (EQA) in the Laboratory**

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**ABSTRACT**

The quality of a laboratory is related to the results of the analysis test. High-quality laboratory analysis test results must guarantee the accuracy and accuracy of the examination results. Quality consolidation is divided into two parts, namely Internal Quality Assurance (IQA) and External Quality Assurance (EQA). Quality stabilization activities aim to produce laboratory examinations that have quality and are guaranteed accuracy and accuracy in establishing patient diagnoses. The source of the inspection error in the laboratory is influenced by every action carried out in it. This study aims to provide an overview of how the laboratory evaluates performance internally and externally. This research uses descriptive method by taking data from internal quality stabilization and external quality stabilization in the field of clinical chemistry, hematology, and urinalysis. The results were analyzed using *Westgard Multirules System* rules, *Levey-Jennings* charts, implementation of Six Sigma matrices and based on guidelines from the Department of Health, Clinical Laboratory Improvement Amandements (CLIA), International Quality Assurance System (IEQAS). The results showed that the examination of laboratory quality control in the field of clinical chemistry, hematology, and urinalysis is included in both categories. So that it can provide services to patients. However, the quality control process must still be carried out so that the quality of the laboratory quality is maintained. Obtained an overview of quality control Internal Quality Assurance (IQA) using control materials that are analyzed on the basis of quality control statistics such as mean values, standard deviations, coefficient of variation, *Levey-Jennings* charts with *Westgard Multirules System* rules and if necessary added to the implementation of the Six Sigma matrix method. In the External Quality Assurance (EQA) using control materials that are analyzed by registration procedures, implementation, parameters, results of examinations, ways of evaluation and evaluation.

**Keywords** : *Quality Control, Internal Quality Assurance (IQA) and External Quality Assurance (EQA).*