

# Fimlab

## Self-Monitoring Report 1/2026

The content of the report consists of the areas defined in the Fimlab's self-monitoring plan. By monitoring and developing these areas, we ensure high-quality and safe laboratory services.

Areas monitored in the self-monitoring plan include:

- Customer and patient safety
- Quality of services
- Personnel
- Premises and equipment
- Medical devices, data systems and use of technology
- Risk management
- Feedback

### Observations and Actions from the First Third of 2026

During the first observation period of the year, there were 910,251 sample collection situations and 5,350,701 examinations.

### Quality of Services

For the most part, there has been a sufficient amount of sample collection services available throughout our operational area, and we have achieved most of the set quality goals. The availability of the service has improved thanks to the introduction of the new automatic sample container collection and return points.

The turnaround time targets set for urgent on-call samples were achieved well across the board throughout our operational area. No significant deviations were detected in sample analysis, the turnaround times for examinations have mainly been realised, and we have achieved our diagnostic process quality goals.

A new company-wide monitoring process for internal audits and external quality audits was introduced in the beginning of 2026. No significant deviations were observed in the external quality audits. Internal audits were carried out for specialities and customer services according to the annual plan. During the observation period, we carried out eight internal audits. The observations made during these audits concerned validation and verification in diagnostics and,

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among other things, filing and outdated guidelines in customer service. Corrective measures have been completed or are ongoing.

Our operations are audited by the FINAS accreditation service. Fimlab's FINAS audit was carried out in January 2026. In the audit, 16 deviations were detected but none of them were significant.

Based on these deviations, we specified and revised our guidelines, updated our onboarding practices, and harmonised our practices for handing over equipment. The cause analyses and corrective measures for 12 deviations have been reviewed. For the other four deviations, further investigations are in progress.

Located in Kanta-Häme, the new Assi hospital became operational during the observation period. Fimlab opened a new sampling laboratory and analytics laboratory in the hospital. The move into the new premises went smoothly with no risk to patient safety. There were no significant delays in result responses.

During the observation period, new equipment was installed in the automatic laboratory environments for chemistry and haematology in the Tampere central laboratory. The large-scale project was completed on schedule without delays in result responses or downtime, posing no risk to patient safety.

## Personnel

There have been enough professional personnel available. Employee retention and attractiveness have remained strong. Voluntary turnover continues to be at moderate level. The number of personnel has been adapted to the declining demand. The number of sickness absences has increased slightly compared to the same period a year earlier. The development of the onboarding model and employee competence development have continued strong. The general onboarding programme for all personnel and the management of internal training courses are now available digitally to all personnel. The development of job descriptions was completed on schedule.

## Service Development Based on Customer Feedback

The NPS (Net Promoter Score) for consumer customers at sample collection service locations was 90. There was a total of 6,983 responses, and the average of the responses was 9.50.

The NPS (Net Promoter Score) for professional customers was 38. There was a total of 72 responses, and the average of the responses was 8.14.

We received a total of 773 pieces of customer feedback:

- 69% were customer complaints

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- 26% were enquiries
- 10% were ideas for improvement
- 9% were compliments.

Most of the feedback concerned customer services and general and joint services. For joint services, most of the feedback concerned ICT management. Based on the feedback, we improved the visibility of available sampling appointments and reviewed our working practices.

## Customer and Patient Safety Observations and Deviations

During the observation period, there were no significant or serious deviations to customer and patient safety.

A total of 195 notifications were received:

- 179 patient safety notifications
- 9 data security notifications
- 7 operational environment notifications

Based on these notifications, we reviewed and updated our procedures and developed our data systems.

## Objections, Complaints and Other Contacts from Authorities

During the observation period, we received eight communications from authorities in our operational area, consisting of five wellbeing services counties, and two decisions regarding previous inquiries from the Patient Insurance Centre. A positive reimbursement decision was made in a case, where a customer had fallen over in a laboratory bathroom. The other decision stipulated that phlebothrombosis does not meet the criteria of a reimbursable treatment injury. Out of all communications received from authorities, one was a patient objection from the wellbeing services county and one an inquiry from the Finnish Supervisory Agency. We received six inquiries and disclosure requests from the Patient Insurance Centre.

The wellbeing services county's patient objection concerned pain felt during blood specimen collection. The disclosure requests received by Fimlab concerned laboratory results and pathology slides. The Patient Insurance Centre's inquiries concerned samples analysed at Fimlab. The Patient Insurance Centre inquired about the process for deviant laboratory results. The wellbeing services county was involved in this inquiry.

The inquiries and objections have been reviewed through self-monitoring methods and, where necessary, the deviation has been discussed with the employees in question. Fimlab provided

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written responses and answers to the inquiries from authorities. Apart from one incorrect diagnosis, no errors or causes for objection were discovered.