

Self-Monitoring Report 2/2026

The content of this report consists of the areas defined in Fimlab's self-monitoring plan. By monitoring and developing these areas, we ensure the provision of 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 Second Third of 2026

During the period considered, there were 854,419 sample collection situations and 4,973,449 examinations.

Quality of Services

For the most part, there have been enough sample collection services available throughout our operational area, and we have achieved the set quality goals. The availability of the service has improved thanks to the introduction of remote testing of sexually transmitted diseases in Ostrobothnia and the new automatic sample container collection and return points in Pirkanmaa.

The lead-time targets set for urgent on-call samples were achieved well across the board throughout our operational area and the lead-times of other examinations were, for the most part, in line with the set targets. There were a couple of diagnostic incidents. We have conducted an analysis of the causes of these incidents and implemented necessary corrective measures to prevent similar incidents from happening in the future.

Fimlab performed well in the external quality audits and no significant deviations were observed. Fimlab's internal audits have been conducted on schedule, for the most part. In the period considered, Fimlab carried out five (5) internal audits. Any deviations identified related to

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customer service and concerned, among other things, the up-to-datedness of instructions and inadequate maintenance labels on equipment and tools. Observations related to diagnostics concerned differences in results provided by different pieces of equipment. In the field of chemistry and haematology, internal audits have been postponed due to the ongoing automatic laboratory environment renovation project.

In the spring, Fimlab participated in the national Reputation&Trust study, in which Fimlab once again placed among the best-regarded social welfare and health care service providers in Finland. In the study, Fimlab's strengths were high-quality products and services, sustainability, and the ability to meet customers' needs.

Personnel

There have been enough professional personnel available. Employee retention and attractiveness have remained strong. The demand for Fimlab's services has continued to decrease in line with the development in the first third of the year. In the spring, Fimlab initiated change negotiations for production and economic reasons. As a result, a need to reduce 29.15 person-years was identified. Fimlab organised voluntary retirement arrangements and job-sharing schemes, terminated fixed-term employment contracts, and gave notice of termination to non-fixed-term employees. As an employer, Fimlab has supported the employees whose employment contracts were terminated for production and economic reasons through an extensive support scheme.

The number of sickness absences has decreased from early 2026 and was significantly lower on a year-on-year basis. The development of the onboarding model and employee competence development have continued strong. Onboarding has been active across our operational area due to the ongoing automation and operating practices reform.

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 6,553 responses, and the average score was 9.51.

The NPS (Net Promoter Score) for professional customers was 31. There was a total of 49 responses, and the average score was 7.76.

We received a total of 787 pieces of customer feedback:

- 68% were customer complaints
- 26% were inquiries
- 11% were ideas for improvement

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- 10% were compliments.

Most of the feedback concerned customer service as well as general and joint services. For joint services, most of the feedback concerned ICT management. Several pieces of customer feedback concerned the accessibility of the telephone appointment service. We have updated our guidelines and practices based on the feedback received.

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 248 notifications were received:

- 239 patient safety notifications
- 4 data security notifications
- 5 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

Across our operational area covering five wellbeing services counties, we received nine contacts from the following authorities in the period considered: the Traffic Accident and Patient Injury Board, Finnish Institute of Occupational Health, Patient Insurance Centre, an insurance company, and wellbeing services counties (patient objections). Some of the contacts were requests to hand over material or documents, such as paraffin blocks, pathology slides and laboratory papers.

Four of the contacts received were objections related to patient care, service and treatment. The objections concerned sampling situations, customer interactions, equal treatment, and service accessibility.

All inquiries and objections have been reviewed through self-monitoring methods. Where necessary, deviations have been discussed with the employees in question. Fimlab provided written responses and answers to the inquiries from authorities.