

Quality care results from  
**ACM Medical Laboratory Inc.**

PERFORMANCE MEASURE	2009	2010	2011
<b>VOLUMES</b>			
• Total volume of laboratory tests <sup>1</sup>	11,423,935	11,929,224	11,962,866
• Toxicology (Drug Testing) volumes	1,328,200	1,295,707	1,402,403

TURN-AROUND TIMES	2009	2010	2011	NAT'L AVG	LAB GOAL
ACM works to provide accurate results to doctors as quickly as possible so that patients can receive timely care and treatment.					
• # of days for outpatient PAP smear test results	4.9 days	6.7 days	4.6 days	7-12 days	7-12 days
• # of hours for outpatient breast core biopsy results	20.9 hours	22 hours	24 hours	48-72 hours	24-48 hours
• Average # of minutes for results of a Complete Blood Count test for the Emergency Center	10 minutes	9.2 minutes	10 minutes	60 minutes	<30 minutes
• Average # of minutes for results of chem panel test for the Emergency Center	28.3 minutes	27 minutes	28 minutes	NA	<30 minutes
• % of Emergency Center tests completed in 30 minutes	86%	91%	91%	NA	>80%
• % of Emergency Center tests for cardiac troponin I completed in 30 minutes	85%	92%	94%	NA	>80%
• % of Hospital inpatient STATS completed in 60 minutes	98%	97%	98%	NA	>90%
• % of Unity Hospital morning inpatient work completed by 8 a.m.	88%	99%	99%	NA	>90%

<sup>1</sup> Total volume includes blood bank, chemistry, hematology, urinalysis, microbiology, pathology, cytology, and toxicology.

For more information, visit: [www.acmlab.com](http://www.acmlab.com)

ACM Medical Laboratory Inc. (CONTINUED)

PERFORMANCE MEASURE	2009	2010	2011	GOAL	
<b>PATIENT &amp; PHYSICIAN SATISFACTION</b>					
<ul style="list-style-type: none"> <li>% of patients who would return to an ACM patient service center</li> </ul>	95%	87%	88%	100%	
<ul style="list-style-type: none"> <li>% of physician clients who would recommend ACM Medical Laboratory</li> </ul>	100%	88%	NA	100%	
<b>PROFICIENCY TESTING RESULTS</b>					
	2009	2010	2011	LAB GOAL	STATE BENCHMARK
<ul style="list-style-type: none"> <li>Average lab grade for testing of unknown samples including blood bank, chemistry, hematology, toxicology, microbiology, and cytology.</li> </ul>	99.8%	99.9%	99.8%	>95%	>80%

The New York State Department of Health sends unknown samples to ACM Laboratory and grades us on the results we provide. This is a way for regulatory agencies to ensure our lab provides accurate and consistent results. We also perform these tests for the College of American Pathologists and the Substance Abuse and Mental Health Services Administration.

*"The phlebotomist at ACM made me feel a lot better about some tests that were making me nervous."*

