

Clínica Dávila: The longest-established CAP-accredited lab in Chile



# Raising the Standard of Global Diagnostic Excellence in Chile

## OVERVIEW

### Patient-centric care

Clínica Dávila has built its reputation over more than three decades as one of Chile's largest and most comprehensive private hospitals, driven by an unwavering commitment to quality and a national accreditation compliance rate of approximately 98%. But in an increasingly competitive health care market, the institution recognized that local and national benchmarks alone were no longer enough to truly stand apart. Partnering with the CAP to bring its laboratory services up to the highest international standards was the natural next step—earning CAP accreditation as a powerful differentiator that signals global-level diagnostic quality to patients and peers alike.

With rigorous quality systems already in place, Clínica Dávila was well-positioned to pursue CAP accreditation and realize their goal—but gained much more in the process, including strengthening patient safety. Through CAP checklists, training, competency assessments, and dedicated support, Clínica Dávila successfully earned CAP accreditation for its laboratory—a global distinction that reinforces its mission to deliver world-class care and expand access to high-quality diagnostic services across Chile.



## AREAS OF IMPACT



### Diagnostic Confidence

The CAP's PT/EQA offerings seamlessly aligned with Clínica Dávila's test menu, supporting continuous benchmarking against international standards and ensuring reliable, accurate results.



### Operational Excellence

The CAP's exceptional support and guidance established a clear pathway for Clínica Dávila to enhance its quality management system, standardize its processes, and advance a global operating model.



### Employee Satisfaction

CAP accreditation enabled clearer processes, reduced uncertainty, and connected teams to projects that make a difference at a national scale—generating greater sense of purpose across every area of the laboratory.



**Maria Ximena Lobos Peebles, MD**  
Medical Director  
Laboratorio OMESA (located in Clínica Dávila)

“ All the advantages that this accreditation tends to offer are fulfilled in practice. I believe that every single person in the lab is now absolutely committed to quality and patient safety and there is a sense of pride knowing that we can be compared to any lab in the world. ”

# Advancing Patient-Centered Care Through CAP Accreditation

## BACKGROUND

### Reducing risk, increasing integrity

Clínica Dávila delivers high-complexity care across a broad range of specialties—from cardiology and oncology to pediatrics, women’s health, and surgical subspecialties—spanning every care setting from inpatient and emergency to outpatient and diagnostic. As Technical Director Evelyn Sepulveda Poblete reflects, “Clínica Dávila has a long tradition of external accreditation and is driven by a mission to provide patients with accurate diagnoses, high-quality care, and informed clinical decision-making that improves patient outcomes.”

Pursuing CAP accreditation was a logical progression—ensuring its lab services meet the same world-class standard of precision, reliability, and safety as the care built around them.

## FACTS AND FIGURES

Year founded	1988
Headquarters	Santiago, Chile
Number of sites	5
Tests offered	~1,200
Tests run per day	4,382

## APPROACH

### Proven pathway to success

Under the leadership of Dra. Maria Ximena Lobos Peebles, medical director of Clínica Dávila’s Laboratorio OMESSA, the clinical laboratory began its relationship with the CAP in 2013 with proficiency testing/external quality assessment (PT/EQA), laying the groundwork for a deeper commitment to international standards. The accreditation preparation launched in 2017, culminating in becoming CAP-accredited in 2019. Throughout the process, the CAP provided exceptional end-to-end support—promptly addressing questions and guiding the team with practical tools and concrete examples to ensure clarity and compliance at every stage.

While the team initially perceived CAP accreditation as a complex challenge, it quickly became an opportunity for growth. As Technical Director Poblete reflects, “Over time, accreditation became more than a recognition—it became a tool that allows us to work with clear processes, reduce uncertainty, and feel part of a project that makes a difference in the country.” The result is a culture of continuous improvement that today resonates throughout the laboratory.

“CAP checklists challenged us to reexamine practices we had taken for granted. Their dynamic nature drives continuous improvement, clearly distinguishing them from more static accreditation models.”

Evelyn Sepulveda Poblete  
Technical Director  
Clínica Dávila  
Clinical Laboratory



## CONCLUSION

### Accessible, proven, and committed to excellence

CAP accreditation has reinforced Clínica Dávila’s ability to deliver on its core mission—making excellence accessible. As Poblete captures it, “As a CAP-accredited laboratory, we can offer our patients—especially those with medium and low incomes—access to reliable and safe results, endorsed by a prestigious international entity. Quality does not translate into higher cost, but rather into a real opportunity for more people in Santiago and across the country to receive accurate diagnoses that directly affect their health.”

Behind every accurate result is a dedicated team that has embraced CAP accreditation, not as a requirement, but a shared commitment to their patients and community. The laboratory staff at Clínica Dávila have made quality a daily practice—working with clear processes, rigorous standards, and a sense of purpose that extends beyond the lab.

