

Sultan Qaboos Comprehensive Cancer Care & Research Centre (University Medical City): First public laboratory in Oman to be CAP-accredited

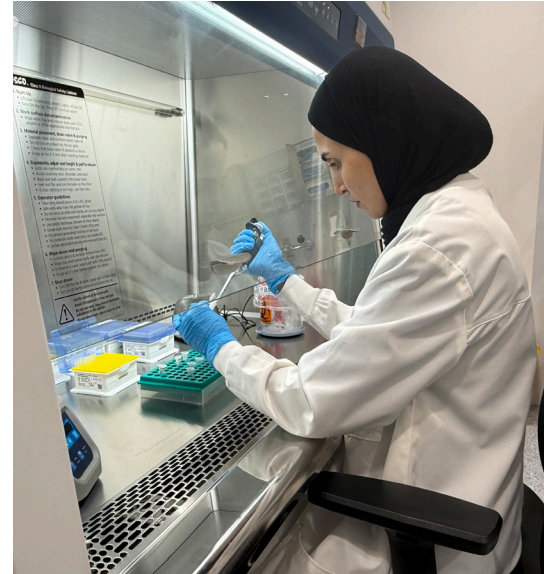
Delivering the highest-quality precision tests to their patients

OVERVIEW

Improving patient outcomes

Sultan Qaboos Comprehensive Cancer Care and Research Centre (SQCCRC) opened in 2021 as a specialized center dedicated to providing comprehensive cancer care, advanced diagnostics, research, and education services in Oman.

Since achieving CAP accreditation in 2025, the SQCCRC has been able to provide reliable and high-quality results with a fast turnaround, in their own laboratory. Lab staff are confident in the results they provide—and SQCCRC clinicians can trust that those results are accurate. The team plans to expand these services to other institutions in the region to provide rapid, high-quality results for more patients.



AREAS OF IMPACT



Diagnostic Confidence

Lab staff and clinicians all have confidence in their results, and are achieving their mission of quality care and improved patient outcomes.



Operational Excellence

Checklists have harmonized workflows and strengthened regulatory compliance, leading to reduced variability and improved quality.



Employee Satisfaction

With CAP accreditation, SQCCRC employees feel more confident and better supported, reinforcing the culture of safety and quality.



Dr. Ibrahim Hassan Al Haddabi
Head of Clinical Laboratory
SQCCRC

“CAP accreditation represents the highest global benchmark for laboratory quality, accuracy, and for patient safety. Being a Cancer Centre, it is critical we have precise, reliable testing.”

Delivering the Highest Global Benchmark to the Sultanate of Oman

BACKGROUND

Delivering quality care to patients in Oman

Critical to the mission of the Sultan Qaboos Comprehensive Cancer Care and Research Centre (SQCCRC) was setting up consistent, high-quality medical laboratory services across the anatomic pathology, biochemistry, microbiology, hematology, and molecular sections.

CAP accreditation helps ensure the excellence of SQCCRC's patient care by supporting the delivery of advanced testing to the region. Participation in CAP PT/EQA programs has enabled the laboratory team to introduce new biomarker assays. As Dr. Ibrahim explained, "Through external quality assurance programs, we are able to offer advanced biomarkers such as PD-L1 and folate receptor testing for ovarian cancer. These are highly specialized services that only a limited number of laboratories currently provide."

FACTS AND FIGURES

Year founded	2021
Location	Sultanate of Oman
Number of sites	One lab with five sections
Tests offered	1,787
Number of tests run/day	440

APPROACH

Building strong diagnostic capabilities

The SQCCRC has invested in a superior infrastructure and modern laboratory equipment. In addition to the standard equipment, the capabilities include next-generation sequencing (NGS), digital PCR, real-time PCR, flow cytometry, and advanced imaging. Setting up the medical lab with strong, clear, standardized processes, checklists, and reports improves performance and reduces errors. It also aids the lab in expanding its test menu to keep up with the latest advances.

After comparing different accreditation options, the team chose the CAP due to their strong reputation. The team felt well-supported during the accreditation process. The checklists and other documents were easy to follow. "When we contacted the call center through e-mail about any queries, they answered very clearly," recalled Dr. Ibrahim. "It harmonizes all the quality indicators, KPIs, reporting format, and reduced variabilities—it ensures that we have very good compliance and standardization."



“The CAP provides very clear, well-structured checklists which are also evidence-based. It harmonizes all our workflows across our laboratory sections. It's strengthening regulatory compliance, reducing variations, and enhancing traceability.”

Dr. Ibrahim Hassan Al Haddabi
Head of Clinical Laboratory
SQCCRC

CONCLUSION

Becoming a regional centre of excellence

CAP accreditation has delivered quality results to cancer patients in Oman. However, other patients in the region still wait for their results, especially for genetic and molecular testing. The SQCCRC team hopes to expand their internal offerings and to move beyond their own walls. With the standardization and clear checklists provided by the CAP, they also hope to participate in research collaborations with other institutions.

Dr. Ibrahim commented, "We ran a survey with the clinicians regarding our lab services, and it was very acceptable. We are looking forward to improving our services and providing more comprehensive tests that help the patients in the cancer centre."

SQCCRC has achieved their mission to provide globally benchmarked tests to improve diagnosis and outcomes for their patients. They plan to build on this success by expanding and improving care for the region.

