YOU Can Make a Difference!

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*Laboratories Made Better!*

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What is Quality?

Quality is doing the right things and doing those things right.

Philip Crosby
Do the Right Things
Doing the Right Things = Appropriateness

- Physicians order laboratory tests
- Order the right test
- For the right reason
- On the right patient
- At the correct time
What is Quality?

**Quality is doing the right things and doing those things right.**

Philip Crosby
How do you know how to “do things right” in the laboratory?
Do Things Right

Quality System

Quality Assurance

Quality Control
Doing Things Right

= Accuracy, Timeliness

- Follow approved processes and procedures as written without personal deviations
- Know when you don’t know something
- DON’T do these 3 things:
Do Right Things

Do Things Right

Practice Guidelines
- Clinical Pathways
- Decision Algorithms

Quality System
- Quality Assurance
- Quality Control

Data: Process indicators

Data: Patient Outcomes

Total System Quality

ASCP Lab Med 29(2):116
WHY Quality?

• It prevents medical errors that harm patients!!

• It saves money

• It’s the laboratory’s best advantage in competitive challenges
“Medical error is a failure of process.”

IOM *To Err is Human*...

1999
Therefore…

Patient Safety

=  

Process Management
Understand your laboratory’s processes
“Quality is the fabric of the organization. It is everyone’s responsibility.”

Dr. Dennis O’Leary, JCAHO
Quality System Model

Laboratory Preanalytic, Analytic, and Postanalytic Activities

Quality System Essentials

- Organization
- Facilities and Safety
- Personnel
- Equipment
- Purchasing/Inventory
- Process Control
- Documents/Records
- Information Management
- Occurrence Management
- Assessments: Int/Ext
- Customer Service
- Process Improvement
Quality System Model

• Path of Workflow
  – each service has a path of workflow
  – objective is to understand and document
  – Staff are to be trained and competent

• Quality Systems Essentials
  – building blocks of quality
  – management’s “procedure manual”
The Path of Workflow 1.

- Sequence of activities that turns a physician’s order into laboratory test results
- PoW is the same for all laboratory disciplines
  - anatomic and cyto-pathology
  - automated testing (chem, heme, coag)
  - micro, transfusion, immuno, etc.
The Path of Workflow 2.

- Processes for producing laboratory test results
- Personnel who work in PoW include
  - physicians
  - nurses
  - unit clerks
  - transporters
  - lab assistants
  - phlebotomists
  - technicians / technologists
  - pathologists
Real Life

- Work does not happen in alphabetical order!
- Work **does** happen in processes
- A process describes a set of procedures
Understand your laboratory’s Path of Workflow

• Document the actual sequence of activities for “how it happens here”
• Identify “who does what and when”
• Identify “where am I in this process?”
• Learn both the process and the procedures
• Maintain your competence
• Find ways to improve the process
Example: Sample Collection Process

Start

Collection list generated

Patient is identified

Phlebotomy performed

Sample is labeled

Special handling?

No

Sample is labeled

Yes

Special handling performed

Transport sample?

No

Sample is transported

Yes

Sample receiving process
Procedures Needed

- Generating Collection List in LIS
- Identifying Patients
- Collecting Whole Blood by Venipuncture
- Labeling Blood Samples
- Providing Special Sample Handling
- Transporting Samples
Another example
Example: Sample Receiving Process

Samples arrive

Packages opened

Sample acceptable?

Sample accessioned

Sample problem solving performed

No

Processing needed?

Yes

Samples distributed

Samples processed

Testing Process

Intact?

Yes

Sample evaluated

No

Safety performed
Procedures Needed

- Opening Sample Shipping Packages
- Handling Broken Samples
- Evaluating Samples
- Solving Sample Problems
- Accessioning Samples in LIS
- Processing Samples
- Distributing Samples for Testing
Important Notes on Preanalytic Activities

• Not always performed by lab personnel
• Good instructions are essential
• Know your lab’s preanalytic activities
• Communicate courteously to non-lab personnel for sample problems
ImportantNotesonAnalyticActivities

• This is not the only part of the path of workflow!
• Garbage in - garbage out!
• Report problems with documents!
• **DO NOT** do one of these…
  — *
  — *
  — *
Important Notes on Postanalytic Activities

• Carefully review all results before verifying
• Call and document alert values per protocol
• Put clean samples away in proper places
• Charge and credit testing carefully
• Know when you don’t know how to answer the question
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• Quality Systems Essentials
  – building blocks of quality
  – management’s “procedure manual”
A Quality Foundation

Path of Workflow

Pre-service  Service  Post-service

Quality System Essentials: The Building Blocks

The Lab
-Organization
-Facilities & Safety
-Personnel
-Equipment
-Purchasing & Inventory

The Work
-Process Control
-Documents & Records
-Information Management

The Measurement
-Assessments
-Occurrence Management
-Customer Satisfaction
-Process Improvement
QSEs: Infrastructure for quality

• Management sets policies and designs processes for each QSE

• Both management and staff follow procedures in the QSEs

• QSEs are everyone’s responsibility!
The Patient and the Quality System

Assessment  
Path of Workflow  
QSEs  
Response

CLSi HS1-A, 2002
A Quality Foundation

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Quality System Essentials: The Building Blocks

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Quality System Essentials: The Building Blocks

The Measurement

- Occurrence Management
- Assessments: Ext. & Int.
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A Quality Foundation

Path of Workflow

Pre-service

Service

Post-service

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The Measurement
- Assessments
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Therefore…

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= 

Process Management
In Summary

• Quality: Doing the Right Thing and Doing Those Things Right
• The lab’s role in quality
• The model structure of a laboratory
  – path of workflow
  – quality essentials
• YOUR role in quality laboratory work
Final Words

“Quality is everyone’s job…”

“If it is to be, it is up to me”

“Lead, follow, or get out of the way!!”