

College of American Pathologists

Laboratory Accreditation Program

Patient Safety Goals (PSG)

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Laboratory Accreditation Program



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Objectives

- **After today's session, you will be able to**
 - 1. Explain the rationale for the Patient Safety movement and its impact on labs**
 - 2. Discuss how to comply with the CAP inspection checklist questions that address the Patient Safety Goals**
 - 3. Assess the compliance of your QM plan with the Patient Safety Goals**



Patient Safety

- **When you hear the term “patient safety”, what do you think about?**
- **What is the role of patient safety in laboratory medicine?**



Significance of PSGs

- **Rationale for Patient Safety Movement**
 - Public face of quality
 - Result accuracy and patient safety
- **Impact on Laboratory**
 - Is this something new?
 - Is this the trend of the week?
 - New terms, new emphasis



Key Trigger – Institute of Medicine Report 1999

- *To Err Is Human: Building a Safer Health Care System* - Kohn et al
 - IOM report on Medical Error in America
 - Written by 38 people in two subcommittees
 - Published December 1, 1999



Medical Error Statistics

- **UT & CO study on adverse events**
 - Occur in 2.9% of hospitalizations
 - 8.8% of adverse events led to death
 - Extrapolates to 44,000 deaths annually
- **NY study on adverse events**
 - Occur in 3.7% of hospitalizations
 - 13.6% of adverse events led to death
 - Extrapolates to 98,000 deaths annually
- **Eighth leading cause of death in USA**



Recommended Strategies

- **Establish a national focus to create leadership, research tools and protocols to enhance the knowledge base about safety**
- **Identify and learn from errors through mandatory and voluntary reporting systems**



Recommended Strategies

- **Create accountability throughout the healthcare system**
 - **Raise standards and expectations for improvements in safety through the actions of oversight organizations, group purchasers and professional groups**
 - **Regulatory bodies**
 - **Professional groups**
 - **Consumer groups**
 - **Group purchasers**



Patient Safety Initiatives after the IOM Report

- **Patient Safety and Performance Measures Committee**
 - Laboratory Patient Safety Goals
 - Laboratory Patient Safety Plan
- **Incorporation into Inspection Checklists of the LAP program**



Objectives of Laboratory Patient Safety Goals

- **Improve patient safety and reduce errors throughout the testing cycle**
 - **Focus on the pre-analytic and post-analytic phases of testing**
 - Analytic areas already heavily covered through the QC/QM process
- **Explicitly integrate patient safety activities in the LAP process**



Impact on Laboratory

- **Goals help organize what many labs are already doing**
 - Many QM plans already address PSGs
- **Allows for identification of gaps**
 - Labs may be monitoring many indicators, but all may pertain to the same PS goal
 - See Attachment A PSG Indicator audit



Patient Safety and LAP Checklists

- Checklist questions related to patient safety are found throughout LAP checklists
- Definition of “Safety”
 - Broad term - all QC measures can be claimed to be in the name of patient safety
 - Safety typically thought of in terms of the possibility of direct harm to the patient
 - Clearly, accuracy of testing is a patient safety issue; an incorrect result could lead to harm



Patient Safety and LAP Checklists

- “Safety” depends on how harm can result to the patient:
 - Safety (classic): If not performed properly can result in direct harm to the patient
 - Inadequate skin cleansing prior to phlebotomy
 - Accuracy: If not performed properly can result in indirect harm to the patient
 - Specimen identification errors



Patient Safety and LAP Checklists

- Accuracy as a safety issue (indirect harm)
 - Preanalytic issues
 - Patient identification & preparation
 - Specimen collection, handling, & processing
 - Analytic issues
 - Quality control process & personnel competency
 - Postanalytic issues
 - Result delivery & interpretation



Patient Safety and LAP Checklists

- **188 Checklist Questions related to patient safety**
 - **Classic Safety** **106**
 - **Pre-analytic Accuracy** **63**
 - **Intra-analytic Accuracy** **106**
 - **Post-analytic Accuracy** **75**



Overarching Checklist Requirement

GEN.20365 Does the laboratory address the current CAP Laboratory Patient Safety Goals?

- **Inside the Laboratory General (GEN) Checklist**



Patient Safety Goal #1

- **Improve patient & sample identification**
 - At the time of specimen collection
 - At the time of analysis
 - At the time of results delivery



Improve Patient Identification

- **Is there a documented procedure consistent with good laboratory practice describing methods for:**
 - Patient/client identification
 - Patient/client preparation
 - Specimen collection and labeling
 - Specimen preservation
 - Conditions for transportation and storage before testing?
- **In multiple discipline-specific checklists**



Improve Patient Identification

- **Does the specimen collector positively identify the patient before collecting a specimen?**

NOTE: ... In the hospital, personnel must confirm the patient's identity by checking at least two identifiers before collection a specimen. ... The patient's room number may not be used...



Improve Patient Identification

- **Is there a system to positively identify all:**
 - Patient specimens
 - Specimen types
 - Aliquots at all times?
 - Lab General



Improve Patient Identification

- Is there a system to verify and maintain the identity of the specimen throughout
 - Receipt
 - Storage
 - Processing
 - Disposition?
 - Multiple checklists



Improve Patient Identification

Before transfusion

- **Is the recipient always identified conclusively at the bedside**
 - i.e., by checking the wristband for name and hospital number
- **Is this information matched to the unit of blood**
 - Transfusion Medicine checklist



Benchmarks Available

- **Q-PROBES™ and Q-TRACKS**
- **In public domain**
- **Attachment B contains:**
 - **A listing of past Q-PROBES**
 - **Navigation steps to find them at CAP Web site**



Patient Safety Goal #2

- **Improve the verification and communication of life threatening or life altering information regarding**
 - **Malignancies**
 - **HIV and other infections**
 - **Cytogenetic abnormalities**
 - **Critical values**



Improve Effectiveness of Communication

- **Does the laboratory have a policy:**
 - That personnel receiving verbal or phone orders must read back the entire order to verify accuracy of transcription
 - With respect to a verification “read-back” of critical values that are communicated verbally or by phone?
 - Laboratory General checklist



Patient Safety Goal #3

- **Improve identification, communication, and correction of errors**
 - All inaccuracies documented and communicated as soon as inaccuracy becomes known
 - Amended report
 - **Errors that cause material injury must be disclosed to the patient**
 - If a pathologist is directly involved, the pathologist should discuss the matter with the physician who ordered the consultation to determine how best to communicate the result to the patient



Patient Safety Goal # 4

- **Improve coordination of the laboratory patient safety role within healthcare organizations**
 - Nursing
 - Administration
 - POCT testing personnel
 - Providers
 - Exchange of information & review by relevant parties



Assessment Activity

- See Attachment C
- Tool for assessing your lab's compliance with checklist questions related to PSGs



What Will Inspectors Look For?

- Does QM plan address PSGs?
- Is lab monitoring QI indicators that relate to PSGs?
- How is lab incorporating PSGs into policies, procedures, monitors and processes?
 - Is patient safety improving?



Assessment Activity

- See Attachment D
- Tool for assessing the incorporation of PSGs into own QM plan, policies, procedures, processes



The Patient Safety Plan

Wrapping it All Together

(Attachment E)



Summary: Key Points

1. Explained the Patient Safety movement and its impact on labs
2. Discussed how to comply with the CAP inspection checklist questions that address the Patient Safety Goals
3. Discussed methods of how to assess the compliance of your QM plan with the Patient Safety Goals



Resources

- **Q-PROBES and Q-TRACKS**
 - Attachment B
- **CAP Laboratory Safety Plan**
 - Attachment E
- ***Archives of Pathology* article “Patient Safety in the Clinical Laboratory”**
- **CLSI “A Key to Quality” document available January 2007**



Resources

- **College of American Pathologists**
 - Quality Management in Anatomic Pathology (2005)
 - Quality Management in Clinical Laboratories (2005)
- **Clinical and Laboratory Standards Institute**
 - HS1-A2 A Quality Management System Model for Health Care (2004)
 - GP26-A3 Application of a Quality System Model for Laboratory Services (2004)
 - GP22-A2 Continuous Quality Improvement (2004)
 - “A Key to Quality” document available January 2007



Technical Assistance

<http://www.cap.org>

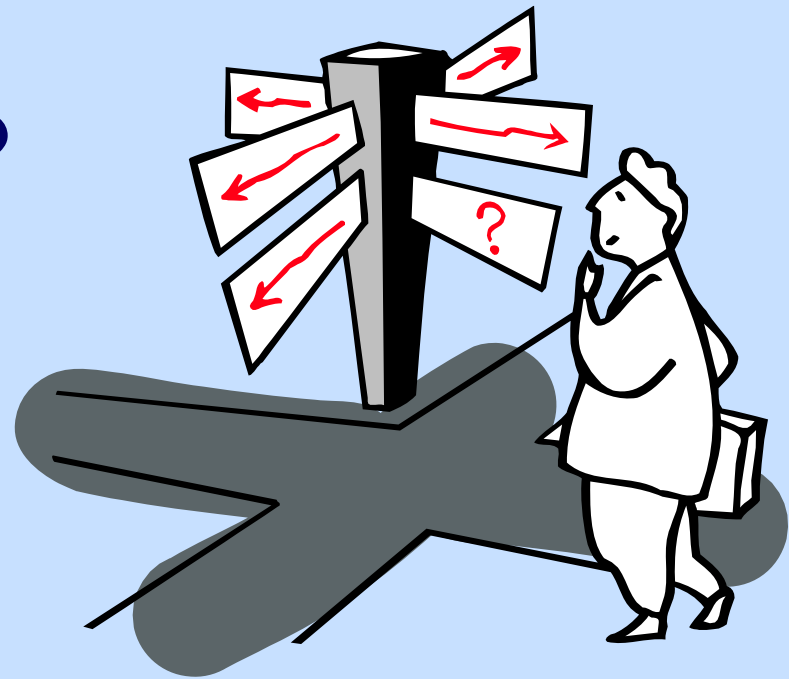
e-mail: accred@cap.org

800-323-4040, ext. 6065



Thank You

Questions?



College of American Pathologists