



Laboratory Specimen Collection Project

Improving Patient Safety Through PowerChart Specimen Collection in the Emergency Department

A Performance Improvement Project at Brattleboro Memorial Hospital

PROBLEM STATEMENT/PURPOSE

The mislabeling of laboratory specimens is a preventable patient safety issue with serious implications to patients and organizations. In 2019, more than thirty specimens in the Emergency Department (ED) were mislabeled. Lack of equipment and inefficient workflows were identified as barriers to accurate labeling of specimens.

The purpose of this project is to reduce specimen labeling errors in the Emergency Department by replacing the manual specimen workflow with PowerChart specimen collection. Powerchart specimen collection use positive patient identification (PPID) scanning and positive accession identification (PAID) barcode technology to accurately identify each patient with their correct specimen. .

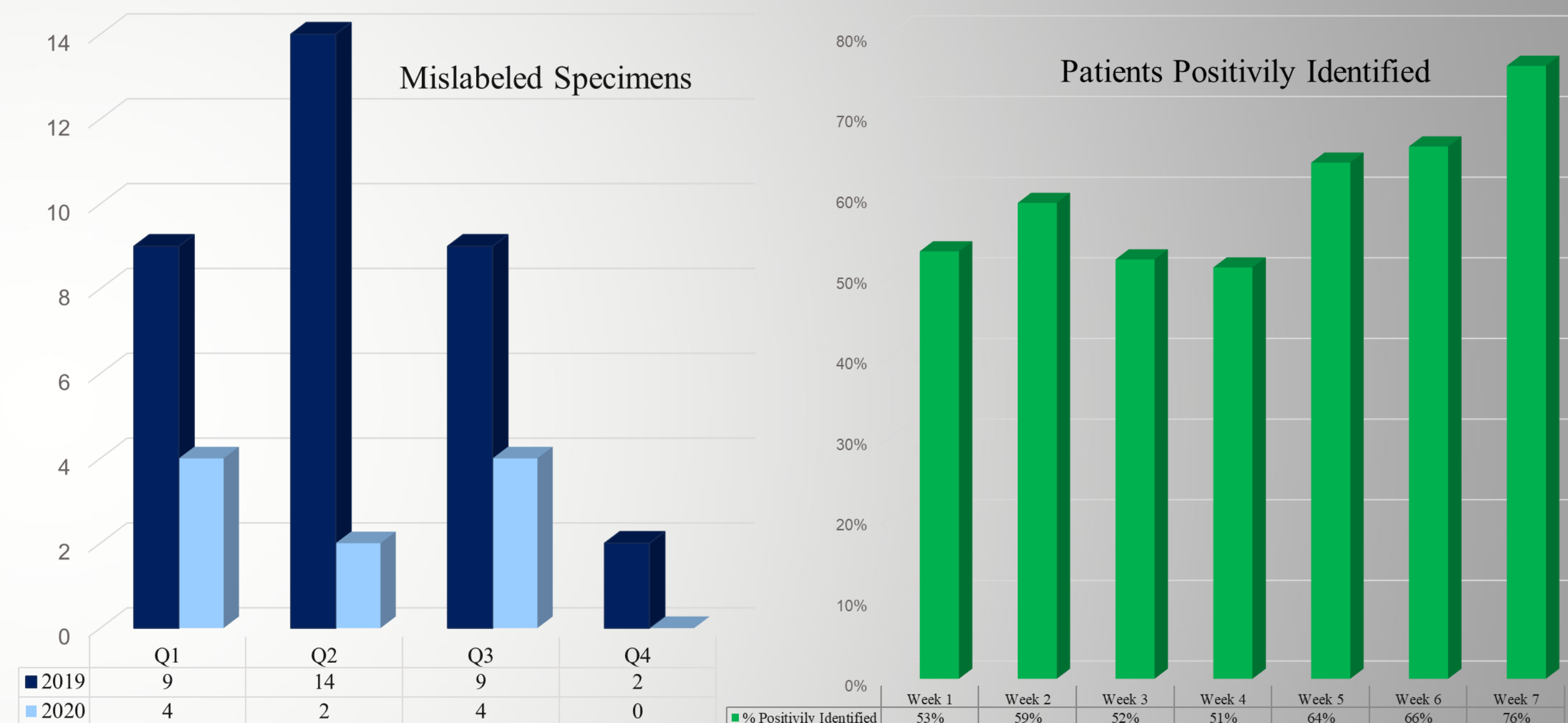
INTERVENTIONS/METHODOLOGY

- Seven new Workstation on Wheels (WOW) and label printers purchased in 2019
- Two ED super users trained on the new equipment and application in Cerner
- Interface testing and implementation completed
- Staff education provided throughout August and September 2020
- Weekly utilization reports received from IS and Lab used for ongoing improvement

TEAM MEMBERS

- Emergency Department: Taylor Wellington, Emily Kennedy
- Laboratory Services: Imogene Drakes, Deborah Gay
- Information Systems: Heddy Pomazi, Stacy Wissmann, Bruce Sweeter

RESULTS



CONCLUSIONS/RECOMMENDATIONS

Review of weekly utilization reports allows for rapid identification of trends and allows for immediate follow up regarding equipment and interface issues, as well as staff compliance. Early results are promising, as the number of patients positively identified continues to rise and the number of mislabeled specimens continue to decrease with utilization of the Powerchart Specimen Collection process. Recommendation is to continue to track on a weekly, and eventually monthly basis to ensure compliance.