

Aim

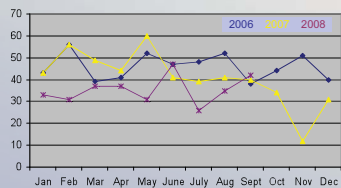
No lost specimens and accurate, complete records by July 1, 2007

Measure

Quarterly QA of specimen requisition/deficiencies, daily documentation in CoPath Computer System, OSI occurrences

The errors include, no lost specimens, no clinical history, incomplete/incorrect lab requisitions, incorrect source as well as missing specimens.

Specimen Errors for 2006-2008



How Do We Evaluate Current State?

Observation
Assigned team members observed specimen handling and communication between surgeons, nurses and scrub techs and specimen handling procedures.

Role playing
Set up mock OR room with "surgeon, nurse and tech" taking specimens.

Fishbone diagram



5 Why's

- Surgeon verbal \neq nurse \neq pathology
- Physically locating/identifying specimen – container/location in room
- Staff replacement handoff

State at Start of Process

- No read back policy for specimen hand-off.
- No designated area for specimens
- Hand written lab slips
- Patient, surgeons, nurses all draped in blue. All multipurpose containers blue. Surgical towels are blue.

Change

Standard work for handling, labeling, storing and transporting specimens from OR to surgical pathology.

Result of Process

- A read back policy between the surgeon/ surgical technician/RN
- Specimen orders with the OR computer system PICIS
- Completed cases should be checked and signed by two people every time and marked as received in PICIS
- Designated area for specimens in the OR rooms
- **Specimen = orange – NEW orange containers, labels and specimen zone cards through collaboration with Sandel Medical**

Future State

A new position dedicated to specimen pick up in the OR and delivery to Pathology



Old multipurpose containers used for specimens

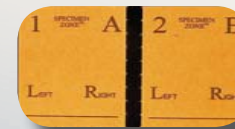


New orange specimen containers designated only for specimens (designed by Sandel Medical Inc)

Formalin containers



Zone Cards



Bowls for medium fresh specimens



Bags for large specimens



Leaders: Missy Wells and Joy Stoll

Team Members:

Sarah
Edath
Mike
Joy
Kim
Caltha



Kim
Missy
Luke

And the rest of the gang!

OR Specimen Lean Team Frustrations, Lessons Learned

- Perfection "0" is a tough target.
- Many obstacles to making changes.
 - People are busy
 - Buy in from administration, faculty, house staff and staff is vital.
 - Infrastructure for ordering is slow.
 - Staff turnover

Accomplishments

- Communication is better.
- There is a defined specimen process including tracking.
- We now have a mechanism for change/improvement!
- Specimens are now more visible (orange containers/designated area).