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# Driving Out Errors that Affect Patient Safety



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# **Successes from Hospital–Wide Efforts and Anatomic Pathologist Engagement Led by the Lab Team**

**Presented By :  
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# Disclosure Statement

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**This Speaker Program is sponsored by, and on behalf of, AccuCore and the content of the presentation is consistent with all applicable regulatory requirements.**

## Who we are

- Not-for-profit
- 665-bed, regional referral center and teaching hospital

## What we do

- Comprehensive, high-quality services for more than 90 years
- More than \$45 million in free care to our community each year

## Staff

- 5,600 employees
- 900+ physicians
  - primary care
  - medical
  - surgical specialists
- 1,100+ volunteers

# Histology Review

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- ▶ Current staffing
- ▶ Volume
- ▶ Customers
- ▶ Issues identified

# Selection Process

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- ▶ Identify stakeholders
- ▶ Outline current issues
- ▶ Review current process and technology available .
- ▶ “As-is” vs “To-be” for technology

# Selection Process

## ▶ Included:

- Histology staff
- Pathologists
- Medical Director and Lab Management
- Chief Medical Officer/Safety Officer
- IT department
- OR
- Center for Safety & Quality
- Purchasing

Goal was key stakeholder buy-in to decision, not lab-only buy-in.

# Selection & Strategy

- ▶ Improve patient identification with tracking system
- ▶ Improve compliance and document control
- ▶ Software /IT /Reports
- ▶ Clinical Excellence –Turnaround Time
- ▶ Workflow Efficiencies – Ease of use for personnel/Employee Engagement
- ▶ Financial Opportunities– Consolidate processes
- ▶ Continuing Education
- ▶ Long term partner /growth opportunities
- ▶ Implement a specimen tracking system to prevent misdiagnosis

We looked beyond price and focused on patient safety, long term site impact and partnership



# Process Review

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- ▶ Identification errors – how many ? Goal: correct errors early in the processing life-cycle.
- ▶ Clinical outcome improvements.
- ▶ Productivity data for histotechs
- ▶ Better med-mal defense: “Got our bases covered”
- ▶ 25% Fewer recuts
- ▶ Less QA administration – concentrate on fixing rather than data collection



# AccuCore: Pathology Partnership

March

- Began trial with technology

May

- Reviewed trial outcomes with stakeholders.
- Negotiated contract terms.

August

- Went live with new system

September

- Implemented document control systems

# Outcome

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- ▶ Improved quality outcomes
- ▶ Reduced errors
- ▶ Improved employee and physician engagement
- ▶ Improved document control and compliance

## Internal Customer Satisfaction

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“The new tracking system has improved the Pathology departments confidence with patient identification. Our volume of work is significant and the new system ensures we get it right !”

*Jean Robidoux  
Histology Manager*

AccuCore's representative provides business reviews to help optimize the system (not just sell more stuff).

- ▶ This approach helps us as we
  - Execute on additional Workflow Study & improvement recommendations
  - Improve document control for compliance with regulatory agencies. CAP, TJC, DOH
  - Grand Round Presentations
  - Continue Education for Laboratory Personnel

# Questions ?

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<http://www.accucoregroup.com/ir.html>