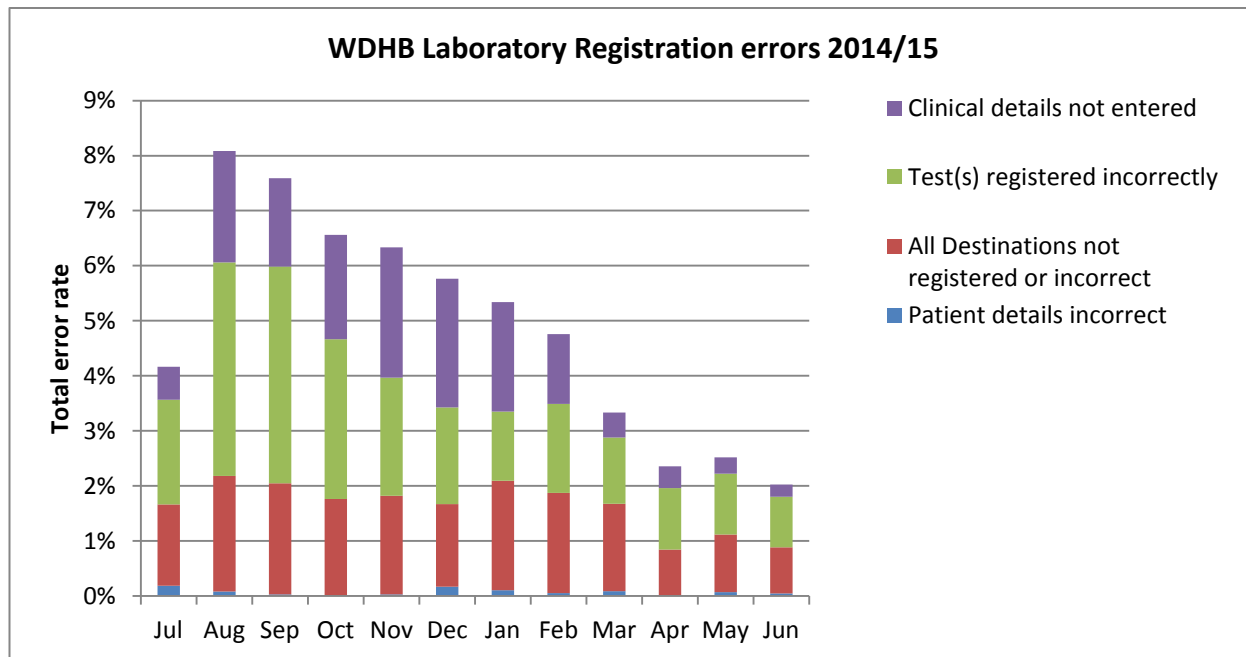


Significant reduction in laboratory test registration errors

There has been a significant decrease in laboratory test registration errors due to real time auditing and a focus on review of data.

This graph shows the monthly error rates for registration of laboratory specimens from all WDHB Laboratories during the 2014/15 financial year:



Errors in registration by the laboratory can impact patient outcome e.g. incorrect clinician entered therefore results do not reach correct clinician and patient may not receive appropriate treatment.

Incorrect tests registered or tests omitted may lead to delays or missed diagnosis.

In July 2014 real time auditing of registration of laboratory test request forms was implemented.

This was in direct response to issues highlighted during the Clinical Workstation Unacknowledged Results project, and also due to an accreditation requirement to audit a minimum of 10% of laboratory registrations.

The laboratory now has one FTE designated for registration auditing and is currently auditing 46% of all requests. Errors are collated using four parameters, and these are summarised and monitored with corrective actions taken as required. Over several months the error rate has decreased significantly and all four parameters are now well below the target of <2.0%. This is a credit to staff who participated actively and constructively in the quality improvement project.