

**Quality and Productivity Commission**  
**33<sup>rd</sup> Annual Productivity and Quality Awards Program**  
**“Empowering Innovative Solutions”**

**2019 APPLICATION**

Title of Project (Limited to 50 characters, including spaces, using Arial 12 point font):

**NAME OF PROJECT: OVMC LAB QUICK TIPS: GUARDING VULNERABILITIES**

**DATE OF IMPLEMENTATION/ADOPTION:** **2015**

(Must have been fully implemented for a minimum of at least one year - on or before July 1, 2018)

**PROJECT STATUS:**  Ongoing  One-time only

**HAS YOUR DEPARTMENT PREVIOUSLY SUBMITTED THIS PROJECT?**  Yes  No

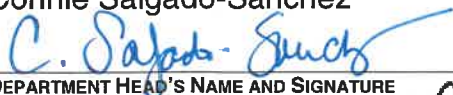

**EXECUTIVE SUMMARY:** Describe the project in 15 lines or less using Arial 12 point font. State clearly and concisely what difference the project has made.

1 OVMC Laboratory runs over 3 million tests per year. Each test has each own distinct  
 2 workflow or process from specimen requirement, temperature handling, proper  
 3 collection, labeling etc. These different tests are also run in different Lab Sections and  
 4 some are sent out to referral labs. Collecting the specimen correctly and getting it to the  
 5 right area while protecting the integrity of the sample poses quite a challenge. With this  
 6 in mind, Lab Quality Management embarked on a Service Enhancement Project in the  
 7 form of a Lab Quick Tips, a one page colorful “cheat sheet”, to assist customers  
 8 (Hospitalists, Clinicians, MDs, Nurses, Nursing attendants etc.) to reach the specific lab  
 9 section easier by providing phone extension numbers and important tips relevant to the  
 10 test area. The tips were carefully selected by each Lab Section Supervisor, Consultant  
 11 and Pathologists based on the external and internal statement of concerns submitted  
 12 through Safety Intelligence (SI) hospital wide on-line reporting and Lab Incident  
 13 Reporting (LIRs). These concerns or reports are tracked, recorded, summarized each  
 14 year to identify trends and/or vulnerabilities in workflows or processes. The Lab Quick  
 15 Tips is updated each year to address trends and/or vulnerabilities.

**BENEFITS TO THE COUNTY**

(1) ACTUAL/ESTIMATED ANNUAL COST AVOIDANCE	(2) ACTUAL/ESTIMATED ANNUAL COST SAVINGS	(3) ACTUAL/ESTIMATED ANNUAL REVENUE	(1) + (2) + (3) = TOTAL ANNUAL ACTUAL/ESTIMATED BENEFIT	SERVICE ENHANCEMENT PROJECT
\$	\$	\$	\$	<input checked="" type="checkbox"/>

ANNUAL = 12 MONTHS ONLY

<b>SUBMITTING DEPARTMENT NAME AND COMPLETE ADDRESS</b> Olive View UCLA Medical Center Laboratory 14445 Olive View Drive Sylmar, CA 91342		<b>TELEPHONE NUMBER</b> (747) 210-4025	
<b>PROGRAM MANAGER'S NAME</b> Rachel Daus, Laboratory Quality Control Coordinator		<b>TELEPHONE NUMBER</b> (747) 210-4044  <b>EMAIL</b> RDaus@dhs.lacounty.gov	
<b>PRODUCTIVITY MANAGER'S NAME AND SIGNATURE</b> (PLEASE CALL (213) 893-0322 IF YOU DO NOT KNOW YOUR PRODUCTIVITY MANAGER'S NAME) Connie Salgado-Sanchez 		<b>DATE</b> 06/25/19	<b>TELEPHONE NUMBER</b> 213-288-8483  <b>EMAIL</b> cosanchez@dhs.lacounty.gov
<b>DEPARTMENT HEAD'S NAME AND SIGNATURE</b> Christina R. Ghaly, M.D. 		<b>DATE</b> 06/25/19	<b>TELEPHONE NUMBER</b> (213) 288-8050

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**1<sup>st</sup> FACT SHEET – LIMITED UP TO 3 PAGES ONLY:** Describe the **challenge(s), solution(s), and benefit(s)** of the project to the County. What quality and/or productivity-related outcome(s) has the project achieved? Provide measures of success and **specify assessment time frame**. Use Arial 12 point font.

Challenge: Due to the many tests, workflows and processes, varying concerns are received through the Safety Intelligence and Lab Incident Reporting mechanisms.

Solution: Although the Lab Quick Tips was conceptualized and initially implemented in 2015, it continually evolved as an ongoing process for internal and external quality improvement, allowing us to monitor, record, summarize and proactively address concerns. In 2017, there were a total of 223 events recorded. In 2018, there were 288 events, an increase in reporting due to our Just Culture Campaign, ensuring open communication and transparency in reporting concerns. Although, the data from 2017 showed no pervasive problem that can be attributed to a specific area, the data provided a mechanism to identify isolated cases needing re-education such as hard to collect specimens e.g. Cerebrospinal Fluid (CSF), biopsy specimens, body fluids and infrequently ordered tests (low frequency). Lab Quick Tips published in March 2018 addressed the vulnerabilities identified in the previous year (2017) in an effort to prevent unnecessary repeat collection of specimens. Annual data from 2018 Pathology Event Logs further identified educational opportunities in collection and labeling. As a result, the Lab Quick Tips was again updated in April 2019 to address these vulnerabilities identified and serve as reminders in order to prevent unnecessary repeat procedures.

Benefits: In 2018, there were no recurring events or concerns reported relating to the previous year’s vulnerabilities identified. Monitoring will continue in the coming years and Lab Quick Tips will be updated accordingly.

A measured response/feedback was also sought and given by an Internal Medicine, Physician Specialist, “I wanted to see how I used it during my ward rotation. We have found it useful in terms of reaching the appropriate extension for questions or results and also as a quick reference for collection and processing times esp. flow cytometry”.

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The Lab Quick Tips is simple, innovative, a one page colorful palette to grab attention which includes extension numbers to easily reach lab staff for questions or if further assistance is needed. Laminated copies were distributed during April's Patient Safety Fair. Updates are planned to coincide with the Annual Patient Safety (PS) Fair and carries each year's PS logo. Copies were also requested by nursing managers to post in their units and requested by Nurse Educator for distribution during New Employee Nursing Orientation (NENO). Email copies were given to providers upon request and electronic copy is posted at OVMC Intranet.

A thoughtful closing statement was added to promote cooperation and coordination in addressing shared problems and upholding patient safety “Help us help you serve our patients better”.

**OVMC LABORATORY**  
 TOGETHER WITH YOU IN SAFETY  
**QUICK TIPS**

**Dem Lab x74977**  
**DEM Phlebotomy x74978**

- Specimens sent without affixed label will not be processed nor returned.
- Stat Order need its own sample. To Add on test call x 74977 or 74938 prior to placing the order.
- Stool, BF, CSF (any hard to collect spec) or Critical Type & Cross Specimens, MUST be walked down to 1<sup>st</sup> Floor Lab.
- For Body Fluid, print the label first prior to collection to see the container to use. Call x66033 for questions.

**POCT x 73684 x73153**  
**LIS x73513 Clinical x74025**

- Provide full name of test on ordering requisition.
- On POCT manual log, pls. include patient name, FINE, internal QC result, Operator initials & daily review of Dept. Head or Designee.
- POCT critical results must have a comment immediately after testing for documentation.

**Processing/Receiving x 66033**

- All labels must be affixed to specimen tube/container before collecting.
- All CSF and Body Fluid specimens must have collector's employee number.
- Unclear lab orders will not be processed until verified by ordering physician.

**Immunology x73278**

- Rapid HIV must have justification and call back extension.
- For information on Collection Containers See list on OVMC Intranet

**Pathology - Specimen Collection Manual, Microbiology Immunology, Or Call x66045**

**Microbiology x 74063**

- Wet mount plate Swab of vaginal wall specimen in 1 ml. sterile Saline & deliver to Lab within 30 min. Do NOT Refrigerate.
- Stool WBC must be delivered to the lab within 2 hours if not preserved in total fix.
- Rapid Group A Streptococci: Call Micro x66045 for kit & instructions.

**Phlebotomy x 74039**

- Outpatients Orders must be placed as Nurse Collect = NO. Order for Future Visit = YES
- Avoid Duplicate Orders. Watch out for overlapping Grace Periods.
- If drawing from the line i.e. CV catheter, use the distal port for draw & hold the infusion for 1 minute, discard approx. 5 ml. of first draw, then collect the blood sample.

**Blood Bank x 74062**

- Per regulation, unlabeled or mislabeled specimens for blood bank are rejected.
- Emergency O Negative Blood is available for rapid release. Call with ordering physician's name & pt MRN, and send transpotes immediately.
- Print Pick-up Slip from PowerChart Blood Bank Summary for routine transfusions.

**Gen Lab x74060**  
 x74059

- Anomies & Lactic acid should be sent on ice.
- TSH for babies, always submit 2 full and top buffer tubes.
- For Synovial Fluid Cell Count, synovial Lavender and Green top tubes. Red top tubes and Borelle caps are also acceptable.
- Cell Count for Bronchial Alveolar Lavage (BAL) is not done in house.

**Flow Cytometry x 76051**

- Specimens are run on Tues, Thurs & Friday, No Weekends/ Holidays.
- Specimens on Tues. & Friday must be received by 1330 in order to be run.
- Specimens are run within 24 hours of collection.

**Help us help you serve our patients better!**  
 If you have any issues or need to expedite testing, please call Lab supervisor on duty at x74025 Day Shift, x73476 PM & Night Shifts.

Approved by: A. Baltayan MD  
 D. Karunasiri MD  
 April 16, 2019, 6<sup>th</sup> Edition RDanz

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**Linkage to the County Strategic Plan – 1 page only.** Which County Strategic Plan goal(s) does this project address? Explain how. Use Arial 12 point font.

III.4.1 Solicit Ongoing Customer Feedback. The use Safety Intelligence (SI) Reporting and Laboratory Incident Reporting (LIR) as a way to get feedback on concerns or issues regarding laboratory related services or workflow. Events or incidents reported were tracked, recorded, summarized and reviewed annually to identify trends and/or vulnerabilities in workflows or processes. As a result, an educational “cheat sheet”, the Lab Quick Tips came about to address issues that occur more frequently than others (trends) and/or important concerns or vulnerabilities regarding low frequency (infrequently ordered tests thus less familiarity), high risk tests or workflow issues. The respective extension phone numbers of the different Lab Sections were included for easy access by clinical providers to avoid unnecessary transfer of calls when assistance on lab services is needed which allows for expedient service.

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**COST AVOIDANCE, COST SAVINGS, AND REVENUE GENERATED (ESTIMATED BENEFITS TO THE COUNTY):** If you are claiming cost benefits, include a calculation on this page. Please indicate whether these benefits apply in total or on a per unit basis, e.g., per capita, per transaction, per case, etc. You must include an explanation of the County cost savings, cost avoidance or new revenue that matches the numbers in the box. Remember to keep your supporting documentation. Use Arial 12 point font

**Cost Avoidance:** Costs that are eliminated or not incurred as a result of program outcomes. Please indicate whether these are costs to the County or to other entities.

**Cost Savings:** A reduction or lessening of expenditures as a result of program outcomes. Please indicate whether these were expenditures by the County or by other entities.

**Revenue:** Increases in existing revenue streams or new revenue sources to the County as a result of program outcomes.

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