

Beaumont

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Applicability All Beaumont Hospitals

SWARM Alerts: Missing or Lost Specimens

Document Type: Procedure

I. PURPOSE AND OBJECTIVE:

- A. This procedure has been implemented to facilitate the process of communicating incidents where immediate action by laboratory staff is necessary to try to locate a missing specimen.
- B. A SWARM* Alert is used when a specimen is unable to be located. For missing specimens within the laboratory, this procedure is used as a tool to mobilize administration and supervisors.

II. DEFINITIONS:

A SWARM* Alert is defined as the notification of all departments and/or personnel that may be involved in responding to the situation indicated.

- A. ***SWARM** is an acronym for the activity that needs to take place when a situation has occurred that requires immediate attention by appropriate personnel.
 1. **S – Search** – The individual who discovers a missing specimen must search their area for the specimen or initiate investigation into the situation
 2. **W – Warn** – Notify initiator or Client Services to send out SWARM Alert with the information concerning the event.
 3. **A – Alert** – The initiator or Client Services sends a notification to Laboratory section leaders, supervisors/managers and administrators making them aware of the missing/lost specimen or event.
 4. **R – Regroup** – After two hours, information is compiled by the initiator or Client Services Representative (CSR). If it is a lost specimen, the initiator or CSR with support of administration, determines if the testing needs to be canceled.

5. **M – Manage** – Review of event. SWARM Alerts are followed up with an evaluation of the event for Root Cause Analysis.

III. PROCEDURE:

In most cases, the SWARM Alert is sent out by the Client Service staff, but anyone discovering a situation that warrants notification to a large group concerning an issue with a specimen may call a SWARM Alert. The initiator of a SWARM Alert becomes the owner. The SWARM Checklist, (Attachment A), is available for use as a guide to investigate all areas of the laboratory to check for the missing specimen. Site and/or department specific swarm checklists may be used in some areas.

- A. SWARM Alerts are usually referred to the Client Services department or can be sent by the initiator.
 1. Customer Service Phone Number: (248) 551-1155, option 5
 2. Customer Service Toll-Free Number: (800) 551-0488, option 5
- B. Client Services, or Initiator, sends SWARM Alert email to email group CHE-13950_BL_Admin_Supervisors, which includes Laboratory Leadership from all sites.
 1. For Grosse Pointe, Troy and Royal Oak, the notification will also be sent out via a text page.
 - a. Royal Oak Anatomic Pathology pager group 56497
 - b. Royal Oak Clinical Pathology pager group 54241
 - c. Troy pager group 56285
 - d. Grosse Pointe pager group 55549
 2. Farmington Hills will send out a laboratory site Teams message, once the email is received with notification of the SWARM.
 3. Include in the email/text page/Teams notification message:
 - a. Specimen identification number, if known
 - b. If specimen identification number unknown, include the patient name and date of service
 - c. Missing Specimen Type
 - d. Last known location of specimen
 - e. Client Services Representative (CSR) Name and contact phone number
 - f. EXAMPLES:
 - i. "Missing viral swab for GC/Chlamydia by PCR on Order #987654321. Couriers confirm receipt, no specimen confirmed in Troy Processing. John 15116"
 - ii. "Stat missing SST for neonatal bili on Order #987654321. Couriers and Clin Path RO Processing confirm receipt. Susie 15115"

4. The various departments report back to the initiator or Client Services representative via email or call once they have completed their investigation or within two hours.
5. Client Services documents the SWARM as a case in Soft Express.
6. A Event Report Summary (ERS) will be entered in RL solutions if the specimen(s) has not been located during the SWARM event.

C. SWARM Investigation General Guidelines

1. Investigate in the Laboratory Information System (LIS) first. Review the tracking, label printing and audit trails. Use the attached Audit Trail Viewer in Epic as a guide to pull the audit trail.
 - a. Suggestions of audit trails to export from Epic: Pull an audit trail using the specific patient information and pull an audit for the activities done by the specific user. Review activities such as ordering and label printing as well as check other patient specimens that were ordered around the same time as the specimen identified as missing.
2. Search common areas: workstations, lab coat pockets, specimen racks, trash bins, refrigerators/freezers, etc.
3. Review instrument middle ware and instrument error logs.
4. Search pneumatic tubes, phlebotomy carts/trays, transport buckets, coolers
5. Use Attachment A Lost Specimen-Swarm checklist as a guide to search. Review the department-specific checklist, if available for your area. Example of a site-specific checklist:
 - a. Royal Oak: See attached SWARM checklist RO Blood Bank

D. Administration/Quality

1. SWARM Alerts will be followed up with an evaluation of the event for Root Cause Analysis.

IV. REFERENCES:

- A. [RL Solutions Quality/Safety Report Instructions](#)
- B. [Safety Event Reporting-RL Solutions](#)

Attachments

[Attachment A - Lost Specimen - Swarm Checklist.pdf](#)

[Audit Trail Viewer In Epic.pdf](#)

[SWARM Checklist RO Blood Bank.pdf](#)

Approval Signatures

Step Description	Approver	Date
CLIA Site Licensed Medical Directors	Ann Marie Blenc: System Med Dir, Hematopath	3/20/2024
CLIA Site Licensed Medical Directors	Masood Siddiqui: Staff Pathologist	3/14/2024
CLIA Site Licensed Medical Directors	Jeremy Powers: Chief, Pathology	3/13/2024
CLIA Site Licensed Medical Directors	Muhammad Arshad: Chief, Pathology	3/11/2024
CLIA Site Licensed Medical Directors	Hassan Kanaan: OUWB Clinical Faculty	3/8/2024
CLIA Site Licensed Medical Directors	Subhashree Mallika Krishnan: Staff Physician	3/5/2024
CLIA Site Licensed Medical Directors	Kurt Bernacki: System Med Dir, Surgical Path	3/5/2024
CLIA Site Licensed Medical Directors	Ryan Johnson: OUWB Clinical Faculty	3/5/2024
CLIA Site Licensed Medical Directors	John Pui: Chief, Pathology	3/5/2024
Policy and Forms Steering Committee Approval (if needed)	Michele Sedlak: Lab Quality Coord	3/5/2024
	Sarah Britton: VP, Laboratory Svcs	3/5/2024
Operations Directors	Joan Wehby: Dir, Lab Operations C	3/5/2024
Operations Directors	Brittnie Berger: Dir Sr, Lab Operations	2/12/2024
Operations Directors	Amy Knaus: Dir, Lab Operations C	2/9/2024
Operations Directors	Elzbieta Wysteppek: Dir, Lab Operations B	2/9/2024
Operations Directors	Christopher Ferguson: Mgr, Laboratory	2/8/2024
	Michele Sedlak: Lab Quality Coord	2/8/2024

Applicability

Dearborn, Farmington Hills, Grosse Pointe, Royal Oak, Taylor, Trenton, Troy, Wayne

COPY

LOST SPECIMEN/SWARM CHECKLIST

Department _____

Date of SWARM _____

Corewell Health East
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S-Search

If YOU discover a specimen is missing
Thoroughly Search ALL areas at Site first → SWARM AT Site first

1. Investigate in LIS first. Review tracking/label printing/audit trails.

Collection Date _____

Last known location _____

Specimen Type _____

MRN# _____

Name of Patient _____

Specimen ID _____

W-Warn

2. Notify ALL sections at Site to SWARM

(Note: all departments MUST Swarm regardless of specimen type)

- Drawers/lab coats
- Floor and under instruments
- All Counters: move phones, box of gloves, etc.
- All refrigerators
- Coolers (if in area)
- Pneumatic tubes
- Phlebotomy trays and carts
- All specimen racks
- Instrument middleware and error logs
- All Trash Bins
- Transport buckets (any sort of holding device)
- Call any areas outside lab that may have specimen (ie. EC, OR, other)
- Use your imagination

A-Alert

Once you determine specimen Lost:

Notify immediate Supervisor/next in charge → Supervisor determines whether to call a corporate SWARM

R-Regroup

3. Call Client Service Representative (CSR) at 248-551-1155, ext 5 or 800-551-0488, ext 5

Information needed: Give the following information to the CSR

- Order# (if you have one)
- Specimen Type
- Status of where the specimen was confirmed to have been received.

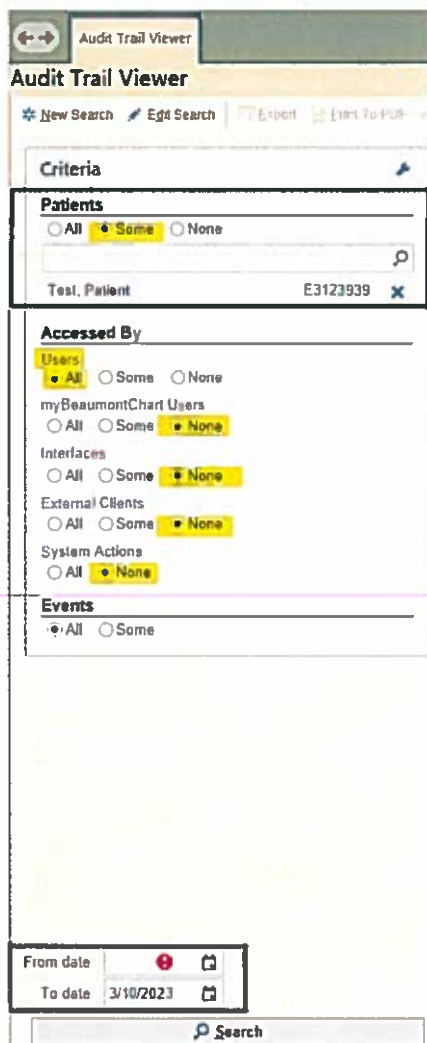
M-Manage

4. Return this form to your department supervisor/manager.

Printed copies of this document are not considered up-to-date. Please verify current version date with online document.

Audit Trail Viewer

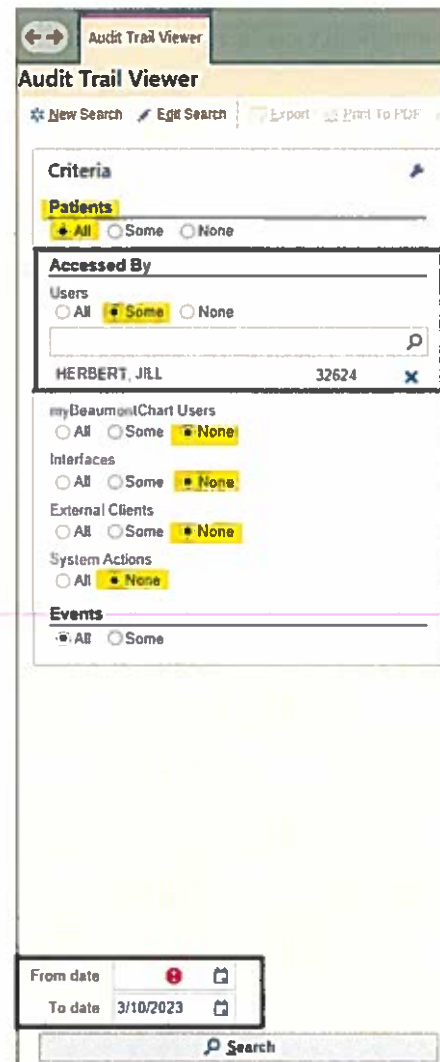
1. From the Epic drop down menu, go to “Tools”. Select Audit Trail Viewer.
 - a. If you do not have access, enter an IT ticket.



The screenshot shows the 'Audit Trail Viewer' interface. At the top, there are navigation arrows and the title 'Audit Trail Viewer'. Below the title, there are options for 'New Search', 'Edit Search', 'Export', and 'Print To PDF'. The main section is titled 'Criteria' and contains several sections:

- Patients:** Radio buttons for 'All', 'Some' (selected), and 'None'. A search box contains 'Test, Patient' and 'E3123939'.
- Accessed By:** Radio buttons for 'All', 'Some', and 'None'. Below are sections for 'Users' (selected 'All'), 'myBeaumontChart Users' (selected 'None'), 'Interfaces' (selected 'None'), 'External Clients' (selected 'None'), and 'System Actions' (selected 'None').
- Events:** Radio buttons for 'All' (selected) and 'Some'.

 At the bottom, there are date pickers for 'From date' and 'To date' (set to 3/10/2023) and a 'Search' button.



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- Events:** Radio buttons for 'All' (selected) and 'Some'.

 At the bottom, there are date pickers for 'From date' and 'To date' (set to 3/10/2023) and a 'Search' button.

2. When selecting the parameters for the audit trail, by patient, check Some and enter the patient’s name or MRN in the search box.
3. Under Accessed By select All for Users and None for the rest. All should be already checked under Events.
4. At the bottom, enter the dates you are looking for and then click on the Search box.

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5. When performing a search for activities done by a **specific user**, select **All** under **Patients** and **Some** for **Users** under **Accessed By**. Enter the user's name or ID# in the search box.
 6. After **Users**, select **None** for everything under **Accessed By**. All should be already checked under **Events**.
 7. At the bottom, enter the dates you are looking for and then click on the **Search** box.
 8. Once the search has populated the screen, click on the line event to read more details. In the upper right corner of this box, you can jump directly to the patient's chart.
 9. Use the "Export" button on the upper right to convert the data to excel, if needed. Select the appropriate folder on your PC or shared drive to store the file. The excel data sheet will have some additional fields not viewable on the screen in Epic which are **Platform** and **Associated Data**.
 10. Using the **Platform** column on the exported file, the data can be filtered by specific modules, such as **Rover**.
 11. Using the **Event** column, data can be filtered by specific activities, such as **barcode scanned**.
-



SWARM Checklist – RO Blood Bank

Search Warn Alert Regroup Manage

Date / Time _____

Sample Name / ID _____

Lab Test Ordered _____

Specimen Container _____

Initial when complete:

Checked all pneumatic tubes

Checked red biohazard bins at triage

Checked BRL buckets

Checked blue recycle bins at triage

Checked HLA bucket

Checked regular trash bins

Checked all triage counters

Checked triage centrifuges

Pockets of triage lab coats

Checked helicopter cooler prep area

Form given to manager or designee to notify SWARM complete

Manager / Designee Initials and Date _____

- Email sent or Client Services called x11555 extension 5

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