Microbiology Laboratory

April 2015

In-service Topic: CRITICAL VALUEs / ALERTS / NOTIFICATIONS

Dr. Julie West

Why are we here?

GOAL:

To serve our patients well.

How? By reducing/ eliminating analytic and post-analytic errors.

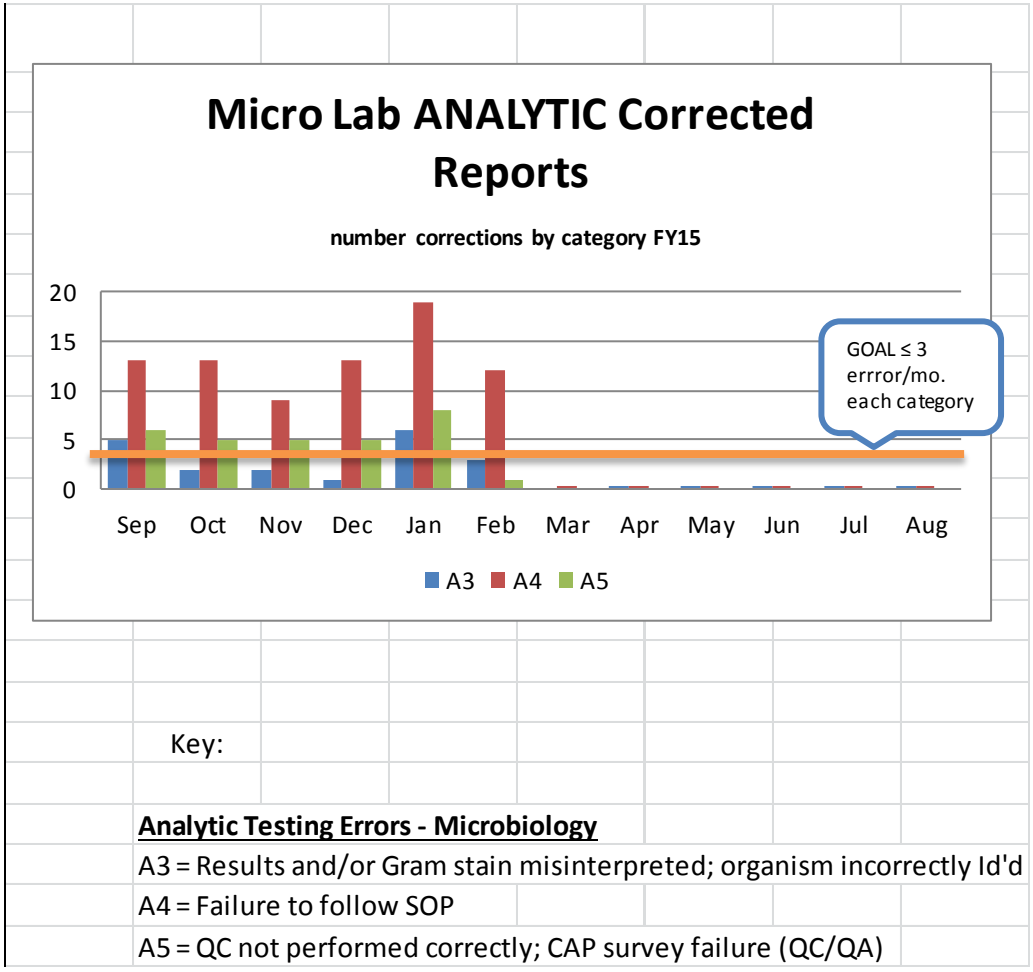
VA CORE VALUES include:

- **Integrity**: Adhere to the highest professional standards.
- **Commitment**: Fulfill my individual responsibilities and organizational responsibilities.
- **Excellence**: Strive for the highest quality and continuous improvement. Be thoughtful and decisive in leadership, accountable for my actions, willing to admit mistakes, and rigorous in correcting them.

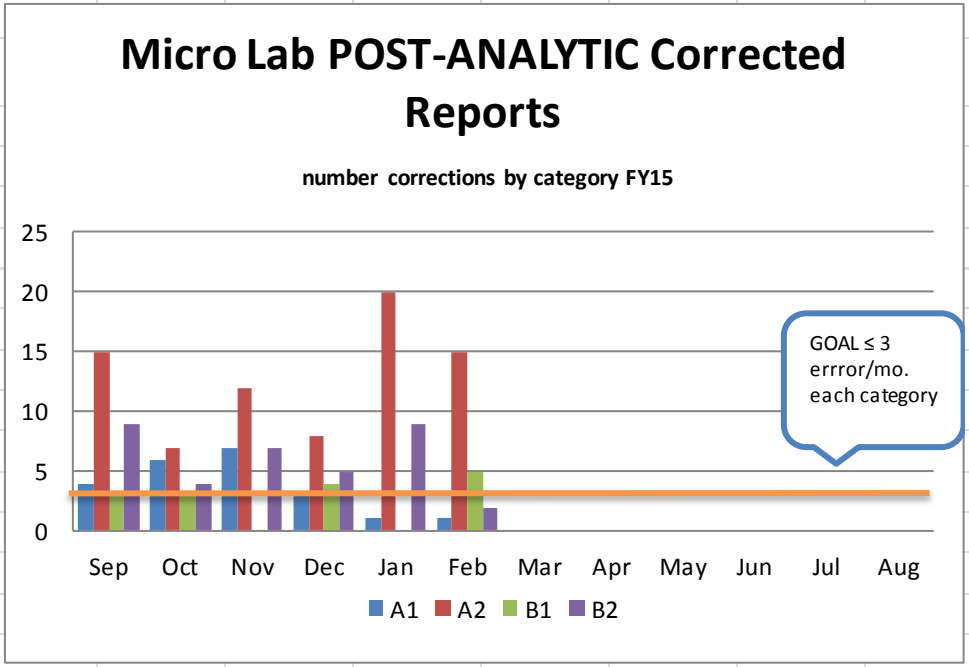
Objectives

- Understand when to notify provider (critical values, courtesy calls, corrected results, cancelled tests)
- Review pertinent SOPs
- Utilize a standardized model for reporting critical values in VISTA Lab Information System
- Reduce reporting errors related to reporting critical values and corrected results.

Occurrence Reports/Errors



Occurrence Reports: Errors



Key:

Post-Analytic Testing Errors - Microbiology

A1 = Critical value not called/not documented

A2 = Results not entered into VISTA / Data entry error

B1 = Typos (typing errors)

B2 =Missing comments, reference lab name/address, correct ID but not changed for inf control

MI-015 REPORTING CRITICAL VALUES

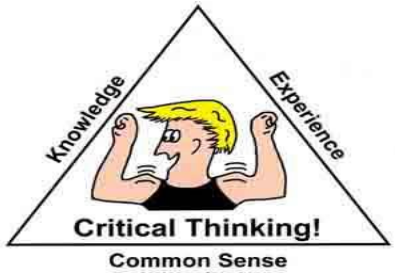
When any critical value or alert value is called to a provider:

1. The person accepting the information MUST repeat back the information so you can verify its accuracy. (Use patient full name and full SS#, then give result.)

2. The computer report must include the results, name of the person notified, the date and time of notification, a comment that the results were read back and verified (RBAV), and the technologist's initials. **Critical value call turnaround time is 1 hour from result to notification. (In micro and for lab manual tests, we need to include the time/date of finding the result. In core lab, the analyzer report does this in VISTA.)**

3. Send g.micro alert email

What is “Critical” in micro?



Positive blood culture
Positive CSF: Gram stain or culture (any agent, including HSV or other virus), India Ink
Positive Gram stain or culture from a “sterile” body site: tissue, bone, or fluid
Positive AFB smear or culture
Positive Cryptococcal antigen (CSF/serum)

What is reported in VISTA?

Example of proper syntax:

Blood Culture Gram Stain

Gram positive cocci in pairs seen in one bottle of this set 3/26/15 @ 0700 by JW.

Reported to Dr. West on 3/26/15 @ 0710 by JW.

Read back and verified.

(This report occurred within the 1 hr TAT window as documented by Ms. Joy for CAP and JCAHO Performance Indicators.)

What if…

- You report two positive tissue Gram stains from the same patient, same body site? May you refer one to the other?

YES!

You would add:

“Please refer to MI 15 12345.”

You may utilize this format for repeatedly positive AFB cultures, Smears, etc. (AS LONG AS THE body site and report is same)…

What happens when…

You read a synovial fluid culture on the culture bench and growth is apparent in the Thio Broth (but the direct Gram stain was reported as “NOS”)?

You notice that a direct Gram stain on an arm tissue culture was documented in VISTA and on the work card as “few Gram positive cocci in clusters seen”, but you do not notice any notation about calling the provider?

You notice a positive AFB CULTURE report sitting on the send-out bench, but the SMEAR result was negative?

I-drive access to GEN LAB

I:\LABORATORY PROCEDURE MANUAL\Lab General\2015 General Lab SOP Revision

Gen Lab 001- 18 (p.1)

"The laboratory staff will attempt to contact the requesting provider whenever such a result is OBTAINED and VERIFIED."

Note: Discrepancy…+ **cr ag** CSF or serum, while micro SOP states CSF only… for Ms. Joy to resolve. Until then…follow supervisor instructions.

Provider notification cascade is included in LAB SOP.

GEN LAB 001-15

LAB ERROR CORRECTION POLICY

- All **corrected** reports must be made in VISTA immediately upon the discovery of the error.
- Immediately contact the provider.
- Provider name, date, time, and initials must be placed on the work card and in the VISTA report.
- Document with an occurrence report. Attach any reports. Give to supervisor.

- "Providers must be notified for all corrections and cancellations."

What happens when…

You have a corrected MRSA result (admit or discharge)?

You have a corrected Occult Blood FIT result?

You have a CT/NG collected in the wrong collection tube?

Summary

Do look for microbiology results that are defined as “CRITICAL”.

Call provider immediately.

Document in VISTA report using proper form/syntax.

Call / DOCUMENT all corrected reports.

Call / DOCUMENT all cancelled tests.

Document **name** of individual notified.

POST TEST

THANK YOU