**Common Problems seen on the Mock Pending MTS**

Urina- 2 of 26 techs still need microscopic done

1 of 26 techs missed DRGSC

Micro- 13 of 26 techs did not print this report

Clink- 1 out of 26 printed the incorrect date range

3 of 26 did not print this report at all

H- 4 out of 26 techs did not cancel the Duplicate H&H (patient had a CBC)

Coag- 8 out of 26 techs did not call the floor to see if APTT could be cancelled. APTT collect at 0715; previous sample never collected

**Other common problems noted from the study**

* Missed split orders for urine drug screens. Need to look at history to see if there is a sample already in lab.
* Missed duplicate tests

**How can we do better?**

* Modified procedure to specifically name the worklists that should be printed- this is a guide and is not all inclusive
* Everyone on every shift is responsible for looking at 24 hours of specimens.
* Help each other out with pendings even if you are not in assigned area. If you have time help keep on top of missing items.
* Use OSM on your PC to monitor throughout the day rather than wait until the end of the shift.
* Make notes on pending and in comment section in lab system so everyone knows what needs to be done.
* Ideas and suggestions are welcome to improve this process.

**MTS review should be complete by March 24, 2016. We will begin to monitor the process on March 25, 2016 for two weeks. Submit any incomplete errors to blue folder located in hematology until April 8, 2016. We will educate regarding any errors found during that time and determine if we need to tweak our process. If the process is working we will begin monitoring any other errors with Education Notices. Please read LACQ policy for violation information as these are intended to be educational.**

3.18.16