2024 Quality Improvement Data – Order Entry Errors

April 2024

**Total # of errors = 18**

The labs number of OE errors increased this month possibly partially due to inexperienced staff but allows us to see more plainly where education and slowing down during the OE process could greatly impact and decrease the number of errors.

See above the corresponding categories:

Missed Test – no pattern in type of test missed – just need to slow down when entering in LIS and review thoroughly in Processing department when receiving

**Wrong Test - 4 of the 9 were CBC without Diff ordered in error as CBC and not as Hemogram and Platelet**

Wrong Doctor – only 1 of 3 were Registration department error

We need lab staff to continue to document all OE errors even when the errors are found at receiving to evaluate our progress (remember – these are NONE punitive – we are NOT tracking to “get co-workers in trouble”).

I am looking at creating an easier way for staff to capture OE errors without having to take the time to fill out a Lab Occurrence form.