2024 Quality Improvement Data – Order Entry Errors

May 2024

**Total # of errors = 13**

The labs number of OE errors decreased this month primarily due to the number of missed and wrong tests greatly decreased. Great job!

See above the corresponding categories:

Wrong Ward – Both Lab and Registration had 1 error each.

Missed Test – only 1! Way to go!

Wrong Doctor – lab had 2 of the 3 errors and Registration had 1 error.

**Wrong Date of Service – Lab had all 3 errors. These errors occurred while processing AHA patients and lab staff using previous stay instead of creating a new stay in LIS. Please review Support Services policy “nvml.jtdmh.supserv.405 -Special situations – LIS Order Entry” - section 3.8 Outside Collection Agencies – 3.8.1 American Health Associates**

**Wrong Test – only 3! Way to go! Last month we had 9.**

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”).

Megan Billerman is creating an easier way to capture OE errors without having to take the time to fill out a Lab Occurrence form.