2024 Quality Improvement Data – Order Entry Errors

September 2024

**Total # of errors = 6**

Likely these numbers do not reflect actual OE errors for the month due to several factors; Health fair workload high, staff busy and not documenting errors, training 2 new staff members, staffing strains due to coverage issues, etc. Will continue to monitor and encourage staff to completed Lab Occurrences and Specimens with Issues log sheets.

OE errors by new staff members – education occurring in real time by lab staff.

See above the corresponding categories:

**Wrong Test - 2 of 4 errors were Vitamin D25 orders that were ordered as Vitamin D1,25**

**Megan Billerman (LIS) sent email on 10/2/24:**

***All,***

***There has been an increase in order errors involving non-GLPP providers. Please remember: Vitamin D 25- Hydroxy is a D25 - the regular D25 that we send to NVML Vitamin D 1,25-Dihydroxy is the test VD125 - this is NOT commonly ordered and goes to ARUP lab. I have instated a pop-up that will appear when a VD125 is ordered to remind all staff to double check their order to make sure the correct test is selected.***

***Megan***

**Missed Test – 1 – Way to go!**

**Wrong Doctor – Dr Chalasani chosen instead of Dr. Kakarla. Staff member did not recognize handwriting.**

*Please continue to document 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 and I will evaluate our Lab Occurrence form, etc. at the end of the year for ease of documentation, etc.