

Lab Staff Training on Mislabeled and Questionable Integrity Reporting.

Blood Bank Technical Lab Staff



4 Instances of Reporting

- Mislabeled
- No Label
- Discrepant Information (Blood bank)
- Mislabeled via Phone call from floor



Mislabeled – BB Staff

- Definition: Blood is taken from the wrong patient or is not labeled with the correct patient's details.
 - Blood Bank Specimen's current blood type does not match the previous;
 another specimen is requested, and it matches the previous blood type and not the current blood type.
 - This is a Mislabeled specimen.
 - If the newly requested specimen matches the current blood this is <u>NOT</u> a mislabeled specimen.
 - 2ABORH specimen does not match the previous blood type.
 - This is a Mislabeled specimen.



Mislabeled cont.

- Bedside label and Cerner label attached to the specimen do not match.
 - Cancel as Mislabeled in Cerner as "Mislabeled", enter PSN as shown below, and enter IQE/occurrence report: print it, and POST Occurrence report on supervisor's door (clip on door is labeled).
- Nurse or Physician notifies the lab that specimen is mislabeled.
 - Cancel as Mislabeled in Cerner, enter PSN as shown below, and enter IQE/occurrence report: print it, and POST Occurrence report on supervisor's door (clip on door is labeled).

■ Enter "MISLABELED" PSN AS SHOWN HERE:





Mislabeled cont.

- Staff <u>MUST</u> notify all departments that received samples from the same collection.
- Check ORV to see what other tests were ordered at the same time and notify them!





No Label – BB Staff

- Definition: Specimen sent without a label attached.
 - If location can be determined, notify the nurse, cancel the specimen as "unlabeled" in Cerner, enter PSN as shown below: print it, and POST Occurrence report on supervisor's door (clip on door is labeled).

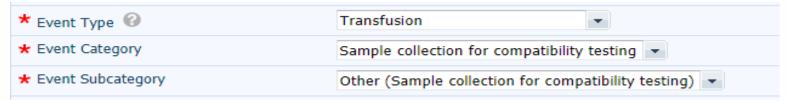
■ Enter "NO LABEL" PSN AS SHOWN HERE:



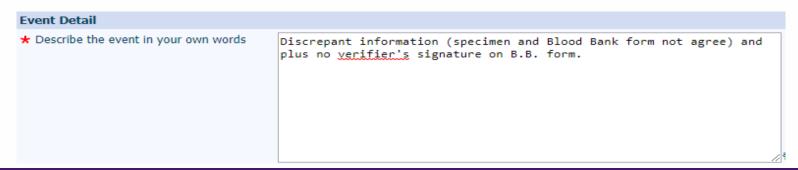


Discrepant Information-BB Staff

- Definition: Information from the Blood Bank specimen form does not match the specimen label information (Name, Medical Record#, Fin#, DOB).
 - Notify the nurse, cancel the specimen as "Discrepant Info" in Cerner and enter PSN as shown below.
- Enter "DISCREPANT INFORMATION" in PSN as shown here:

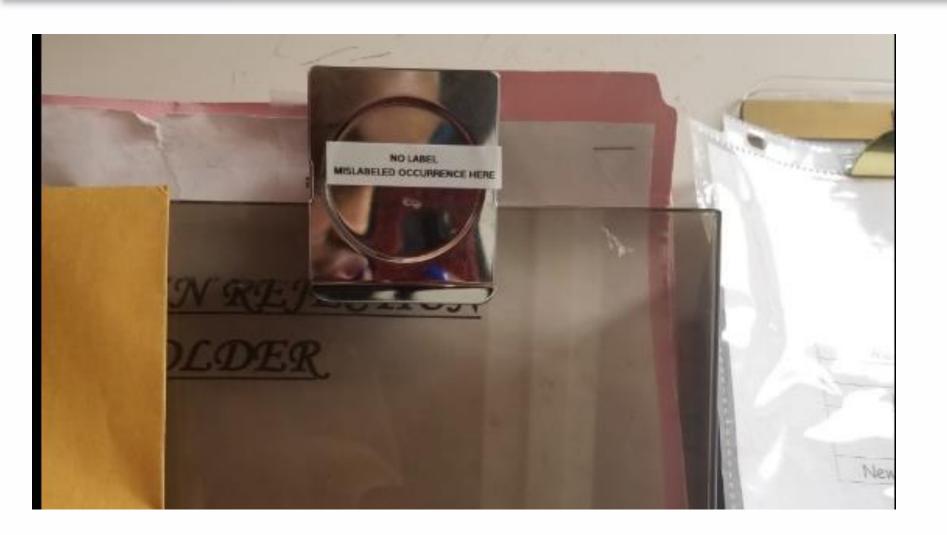


In the Event Detail wrote: "Discrepant information (specimen and Blood Bank form not agree)" and WHAT DIDN'T AGREE:





Post the IQE/Occurrence Report here!





Why is this Important?

- Nursing Leadership is now enforcing accountability and they rely on the lab to report each incident <u>accurately</u>.
- If we report incorrectly the employee will be falsely accused.
- These errors are evidence of noncompliance with PPID (Positive Patient Identification)
- We are diligently reporting these errors in hopes that they will stop before a patient is harmed.



Questions

- 1. Blood Bank Specimen current blood type does not match the previous; another specimen is requested, and it matches the previous blood type and not the current blood type. What is this specimen called and what must you do next?
- 2. A specimen arrives with the label in the bag and not on the specimen; what are your next steps?
- 3. The mr # on the blood bank form does not match the mr# on the specimen, what is this error called?
- 4. Blood Bank Specimen current blood type does not match the previous; another specimen is requested, and it matches the current blood type and not the previous blood type. What procedure would you refer to? What must you do next?
- 5. Verify specimen does not match the previous blood type, how should you handle this?
- 6. If someone calls to report that a specimen is mislabeled what must you do?
- 7. What should you do if you are unsure about how to categorize the cancellation of the specimen?
- 8. Regarding the other lab departments what must you do when a Mislabeled Specimen is discovered?

KEEP THIS INFORMATION FOR YOUR NOTES!!!