

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

- 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 **NOT** a mislabeled specimen.*
 - 2ABORH specimen does not match the previous blood type.
 - *This is a Mislabeled specimen.*

- 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:


| | |
|---------------------|---|
| * Event Type ? | Transfusion |
| * Event Category | Sample collection for compatibility testing |
| * Event Subcategory | Mislabeled specimen (wrong patient identifiers) |

- Staff **MUST** 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!



- 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:

| | |
|--|--|
| * Event Type  | Transfusion |
| CLICK HERE to see a list of available event types | |
| * Event Category | Sample collection for compatibility testing |
| * Event Subcategory | Specimen label missing, incomplete, or illegible |

- 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:

| | |
|---------------------|---|
| * Event Type ? | Transfusion |
| * Event Category | Sample collection for compatibility testing |
| * Event Subcategory | Other (Sample collection for compatibility testing) |

In the Event Detail wrote: ***“Discrepant information (specimen and Blood Bank form not agree)” and WHAT DIDN’T AGREE:***

| | |
|--|---|
| Event Detail | |
| * Describe the event in your own words | Discrepant information (specimen and Blood Bank form not agree) and plus no <u>verifier's</u> signature on B.B. form. |

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 **accurately**.
- 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.

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!!!