

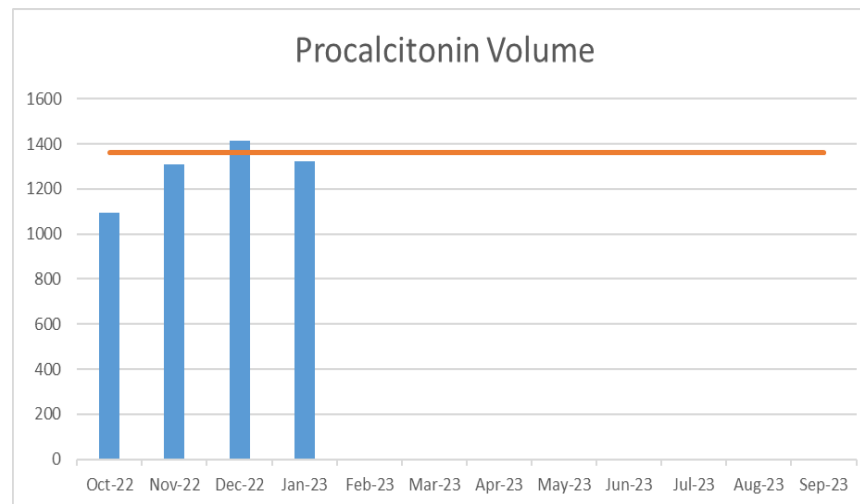
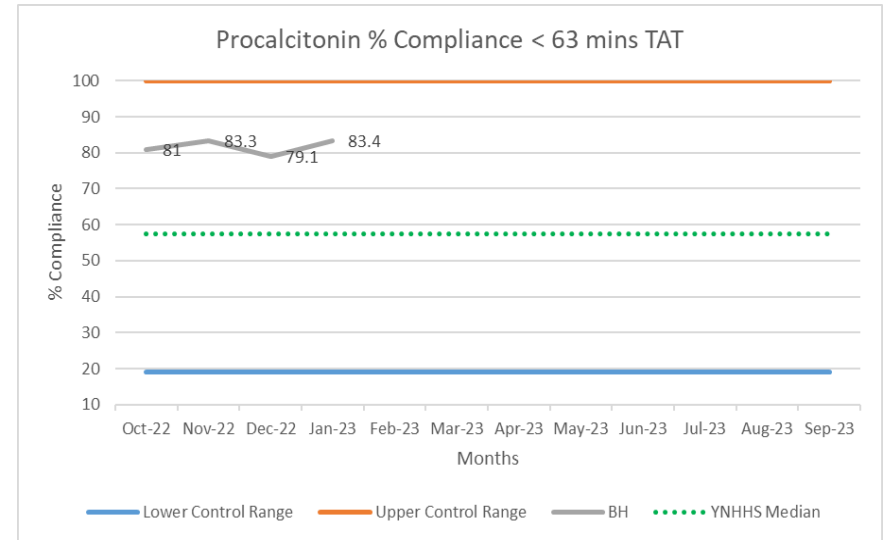
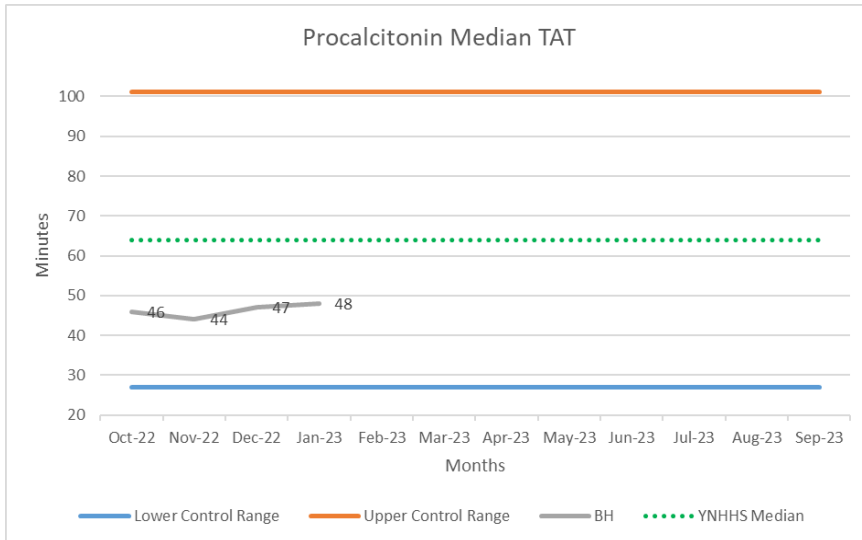
Laboratory Medicine – January 2022

February 24, 2023

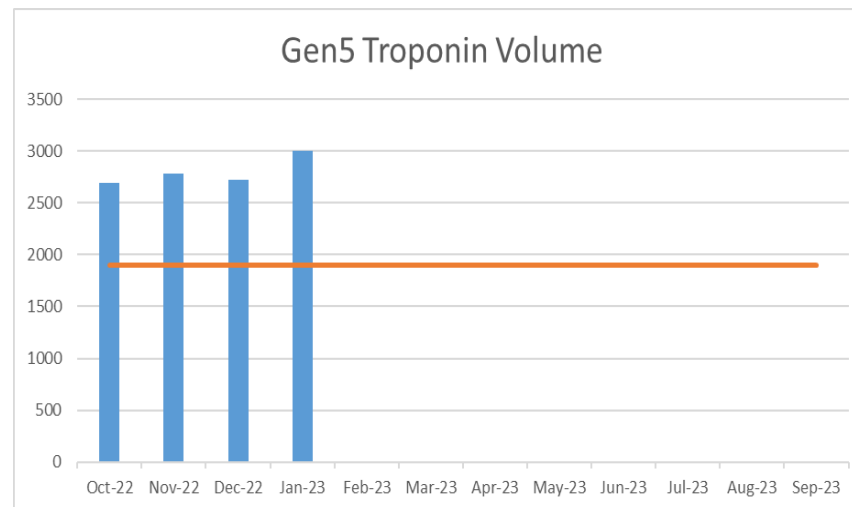
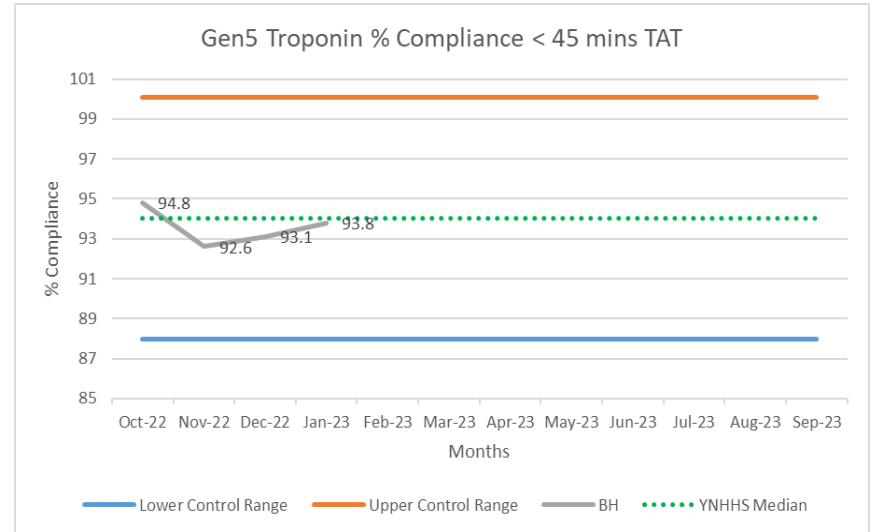
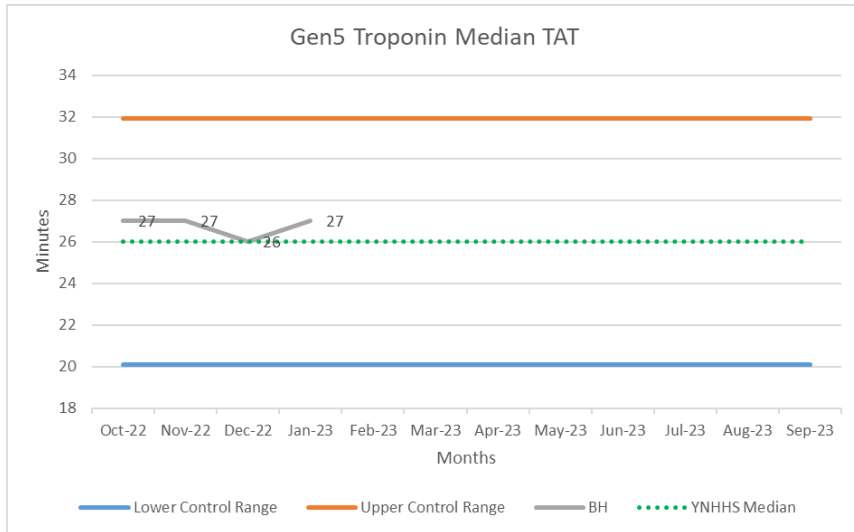
Bridgeport and Milford Campuses Turnaround Time Goals

- Mean determined from median TAT across the Yale New Haven Health System delivery networks
 - Bridgeport and Milford Campuses – Bridgeport Hospital, Greenwich Hospital, Lawrence Memorial Hospital, Westerly Hospital, St. Raphael and York Street Campus – Yale New Haven Hospital and Shoreline Medical Center
- Standard Deviation calculated
- 2 SD Range established and represents the upper and lower limits
 - If data set within control range, no corrective actions are necessary

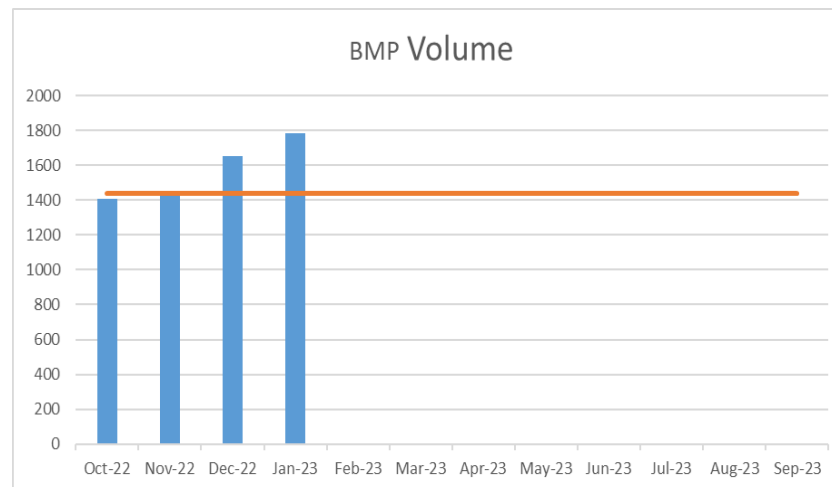
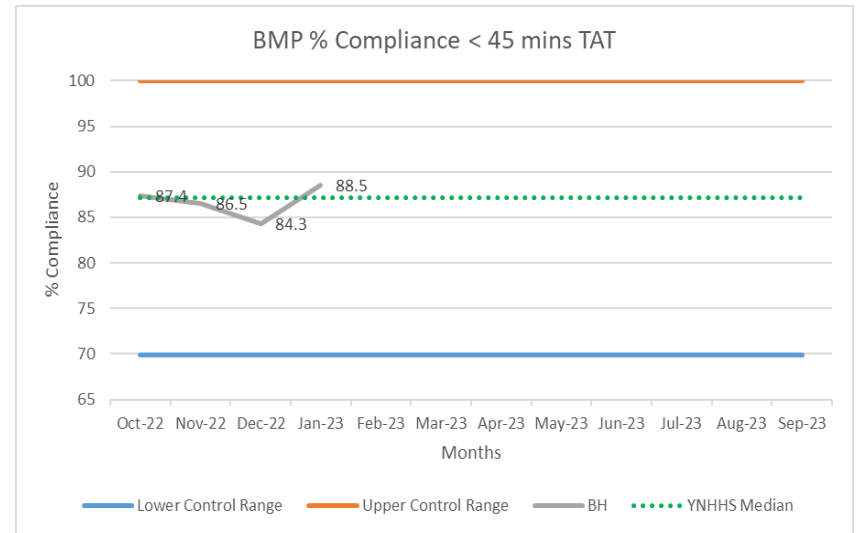
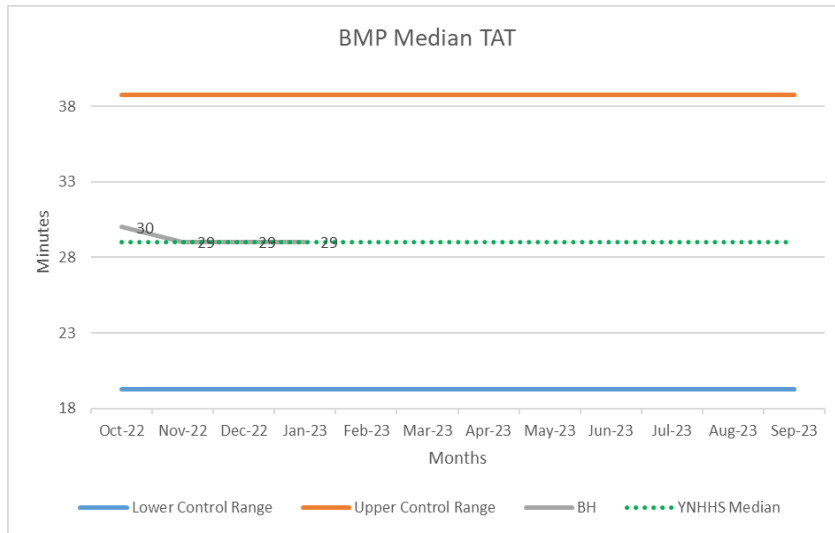
Bridgeport Campus – Procalcitonin



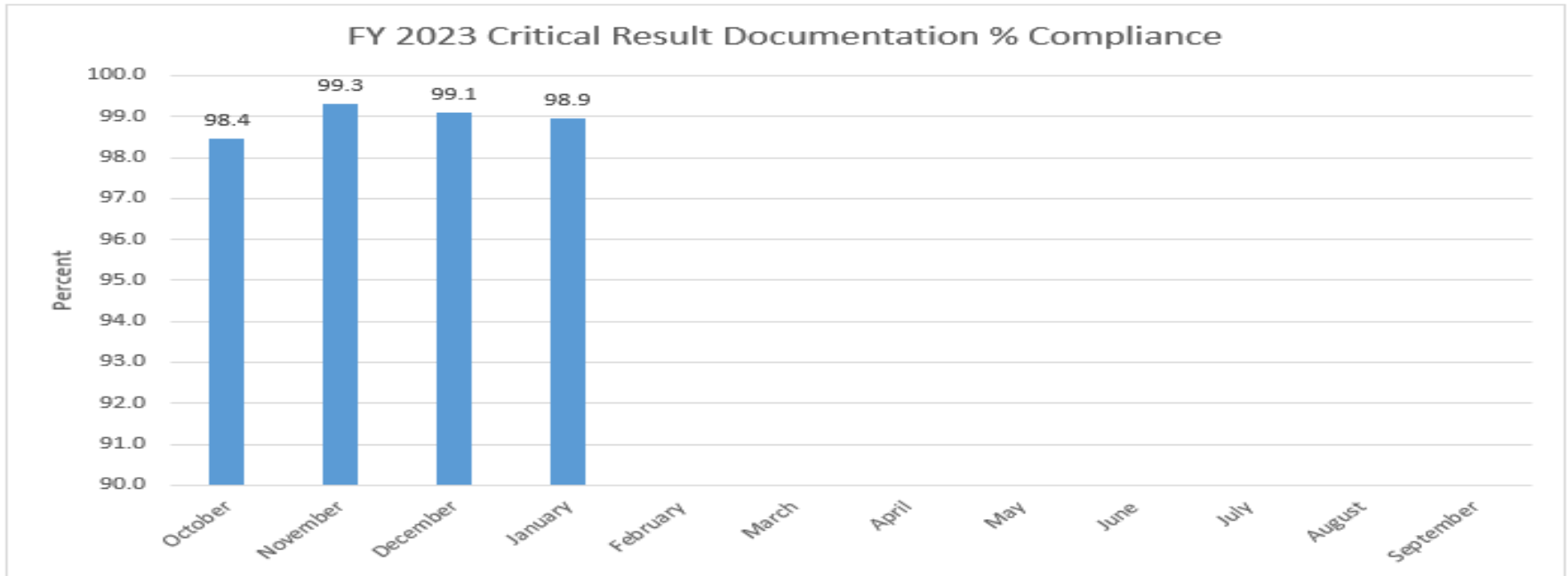
Bridgeport Campus – Gen 5 Troponin TAT



Bridgeport Campus – Basic Metabolic Panel (BMP) ED TAT



Chemistry & Immunology

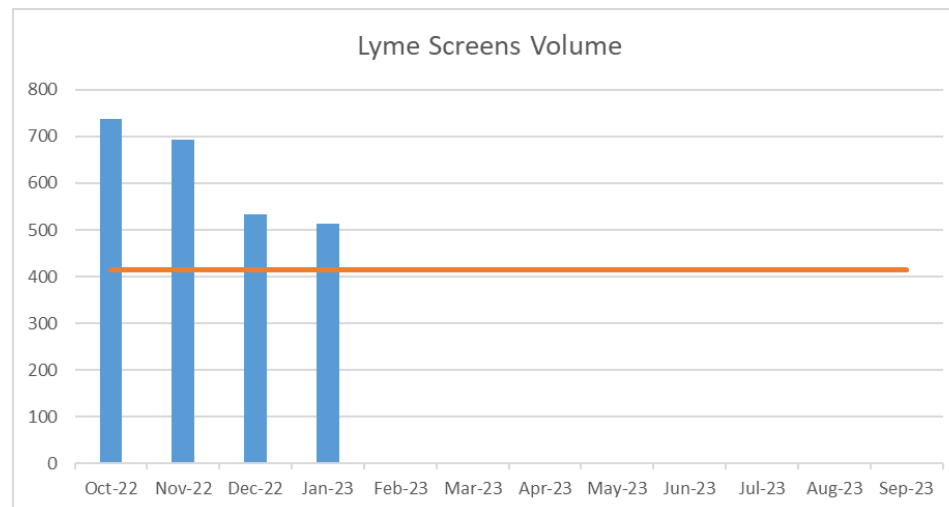
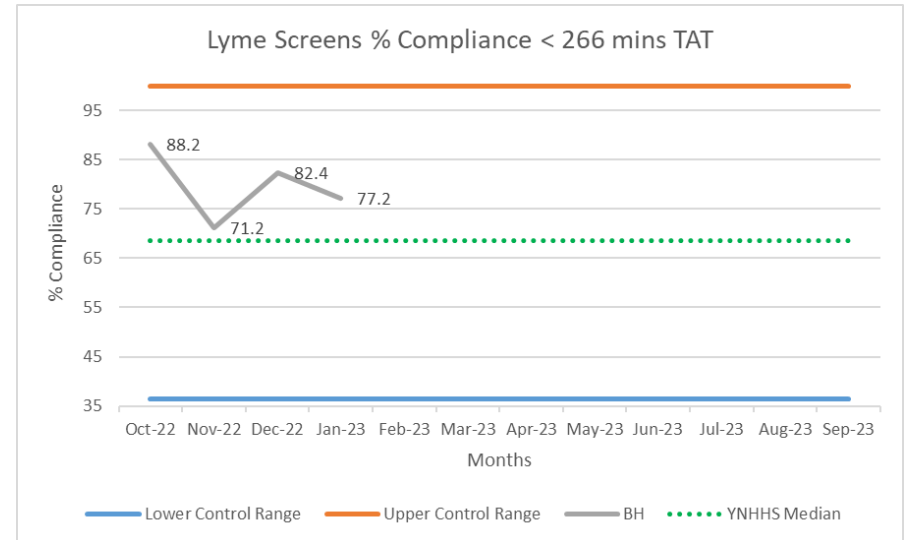
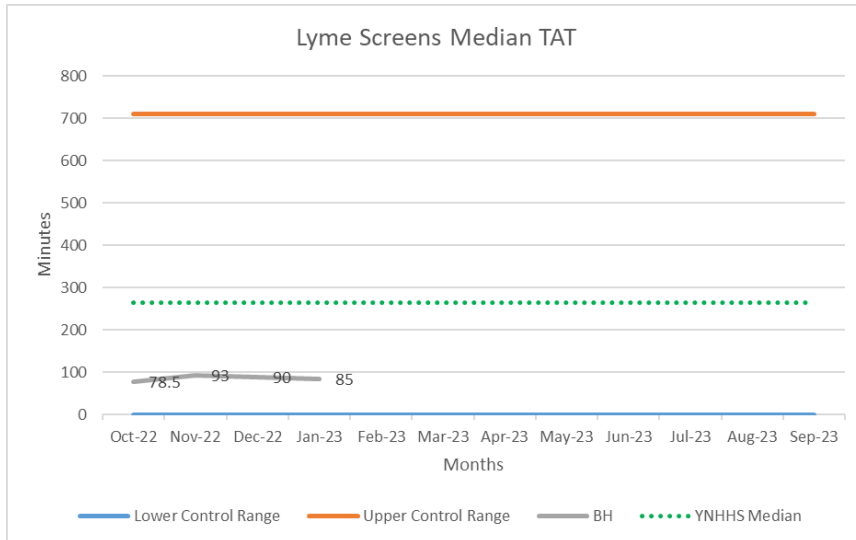


	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep
n	1415	1425	1418	1509								
#compliant	1393	1415	1405	1493								
#noncompliant	22	10	13	16								

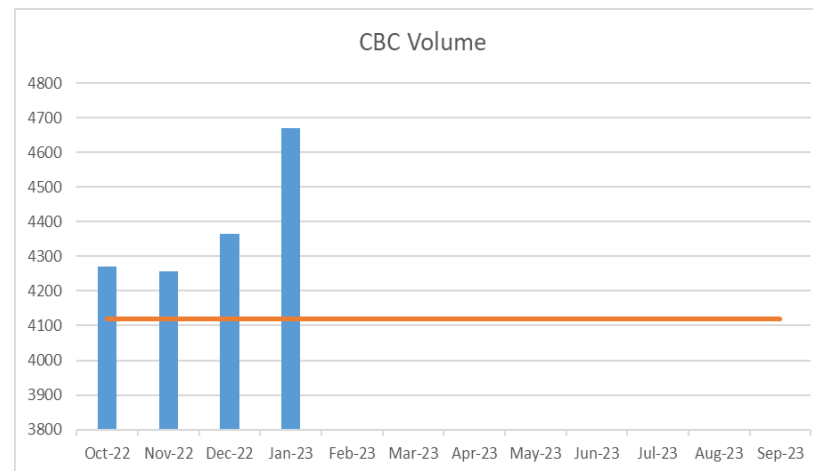
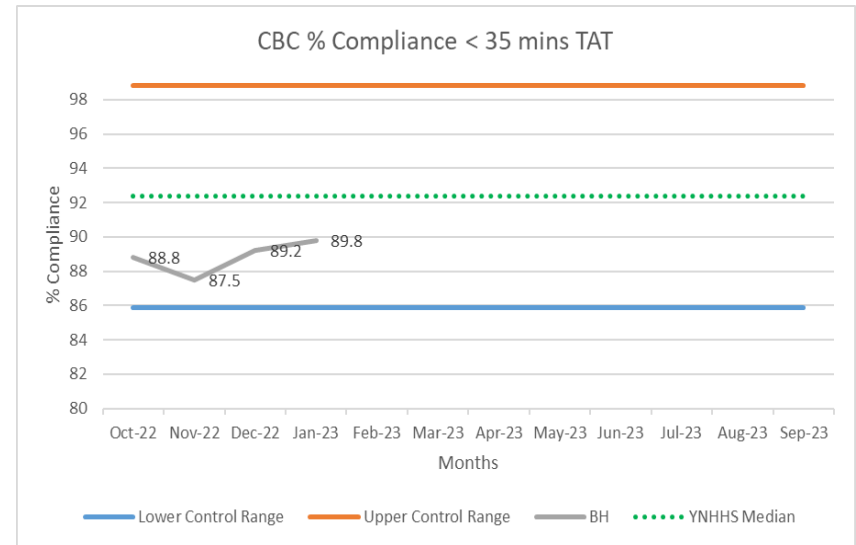
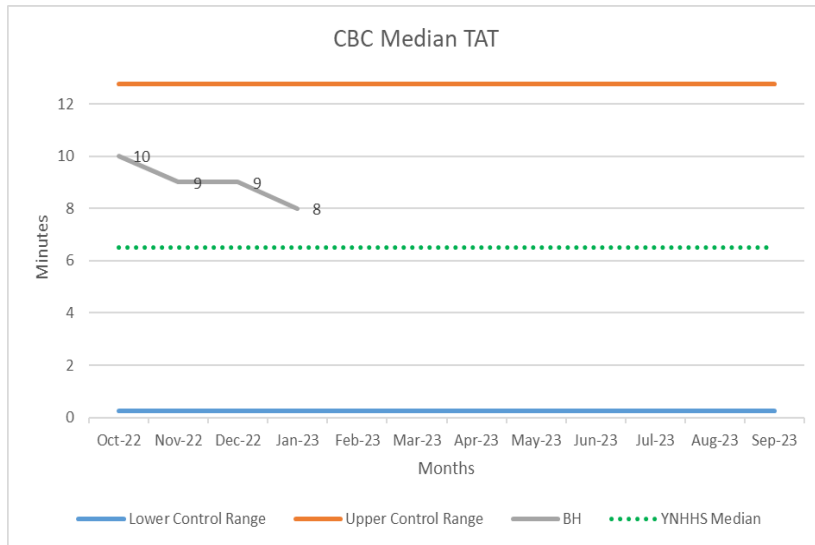
no name	7	1	1	6								
no full name	8	4	1	0								
no title	4	4	1	7								
incorrect doc	1	1	10	2								
incorrect person	2			1								

Two techs require counseling regarding no name entered and including the credentials. Each outlier was addressed with individual tech.

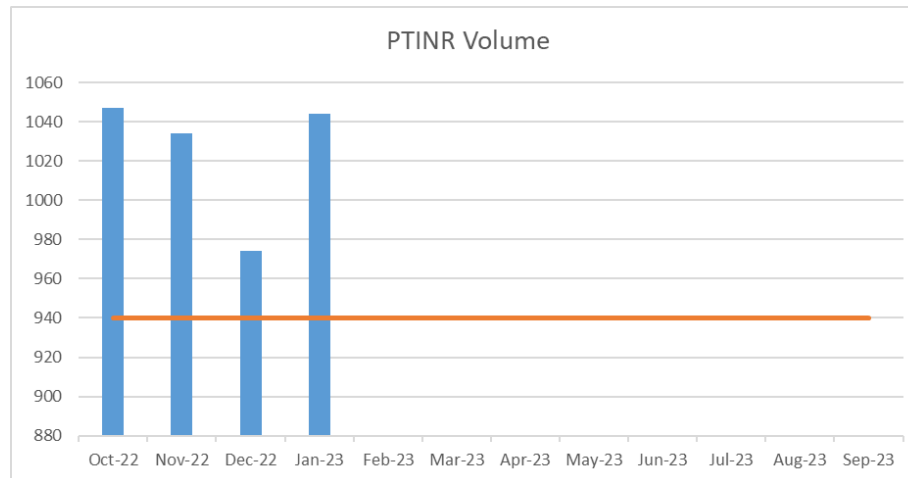
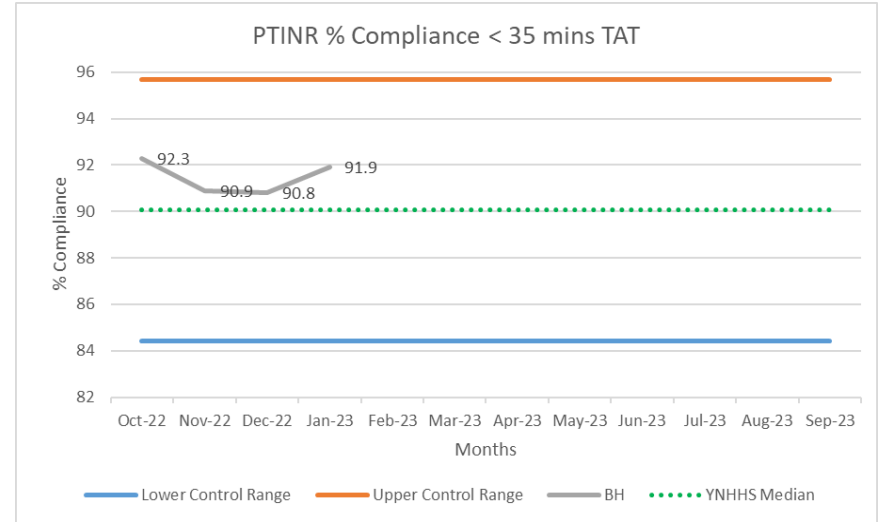
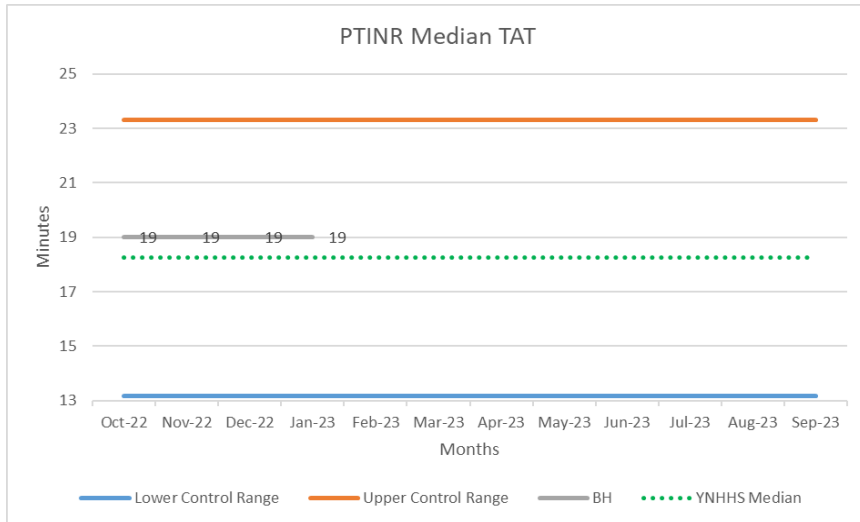
Bridgeport Campus – Lyme Screens TAT



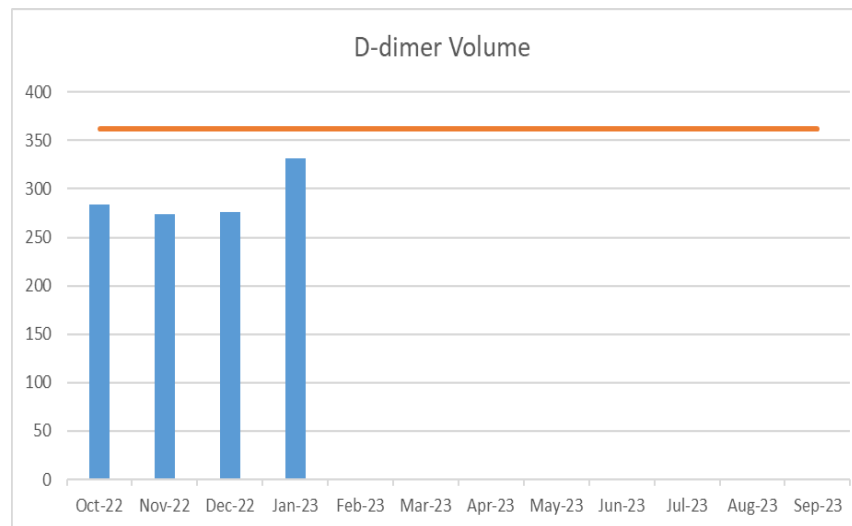
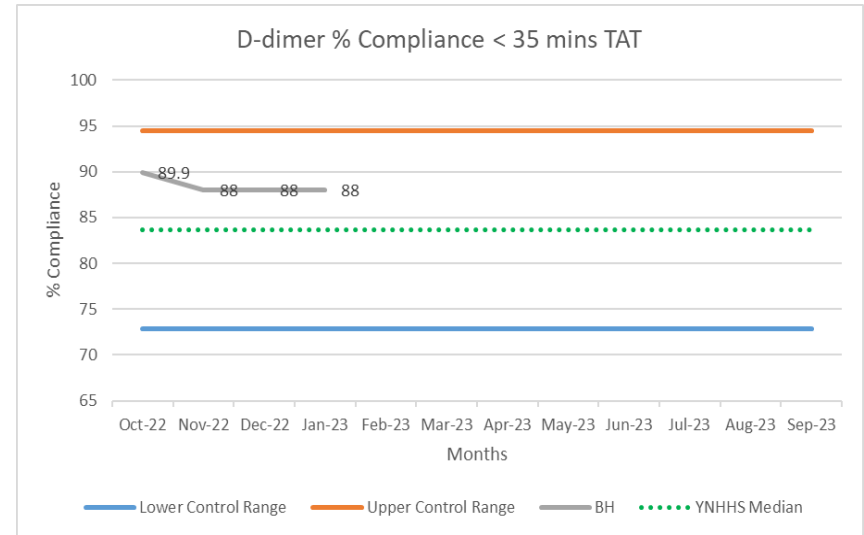
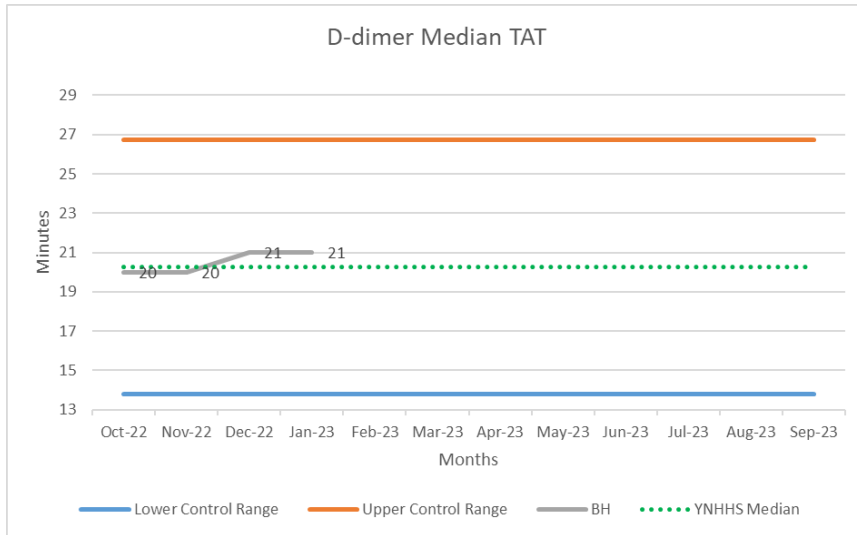
Bridgeport Campus – Complete Blood Count (CBC) ED TAT



Bridgeport Campus – PTINR ED TAT



Bridgeport Campus – D-dimer ED TAT



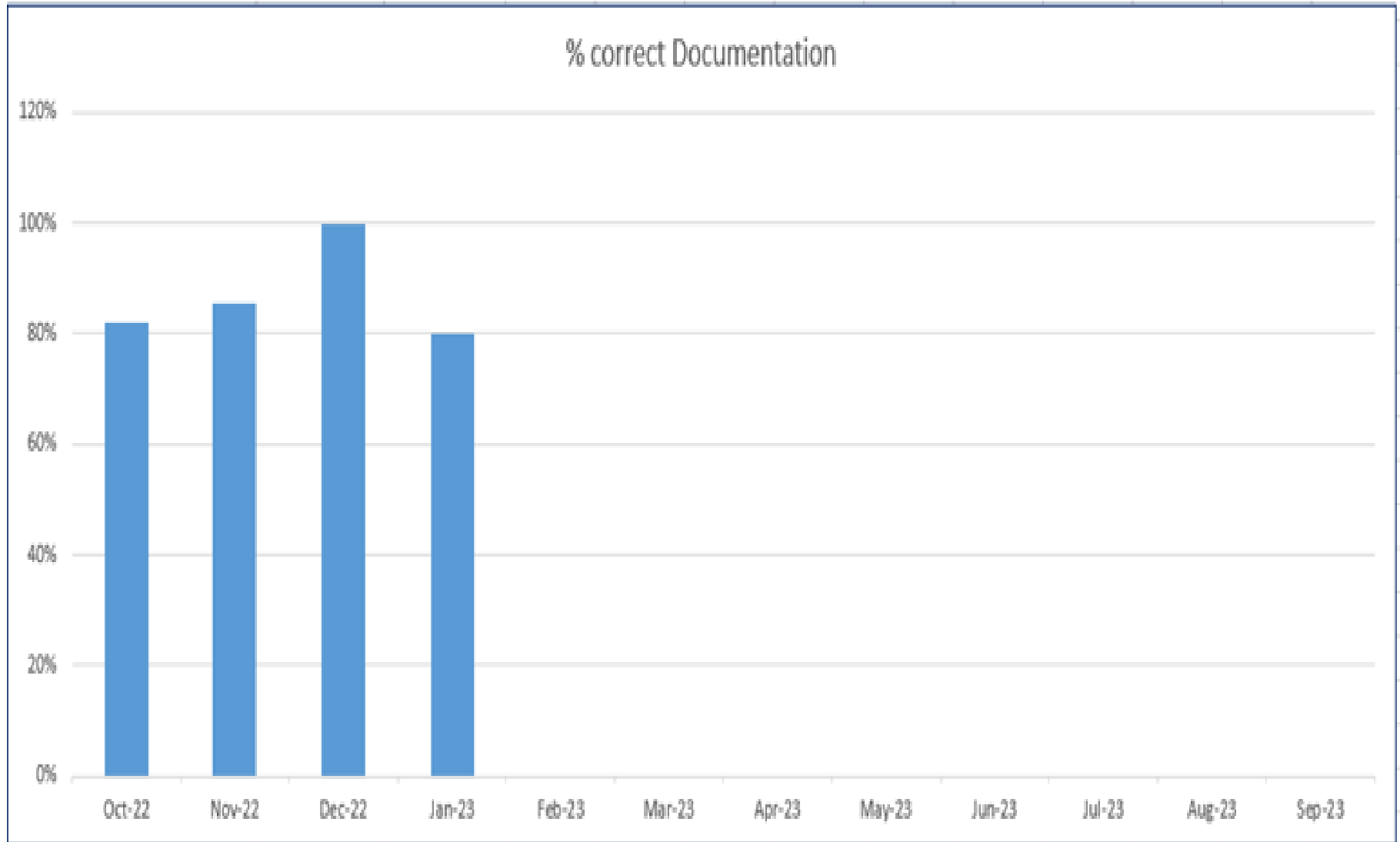
Aspect of Care

Body Fluid /Cytology comparison
Expected Threshold-100%



	22-Oct	22-Nov	22-Dec	23-Jan
Total # of Fluids	142	155	128	157
Cytology Ordered	67	65	65	71
# of fluid diffs that did not correlate	2	0	6	3
Threshold achieved	98%	100%	92.30%	96%
Expected	100%	100%	100%	100%
Action / Outcome	Dr. Chen not available to look at slides. 3 experienced Techs looked at smears and did not see anything suspicious.		6 slides - no correlation. Reviewed by Dr. Chen. No malignant cells seen on 5 of the slides. 1 slide positive. Reviewed with tech.	3 slides being reviewed by Dr. Minerowicz

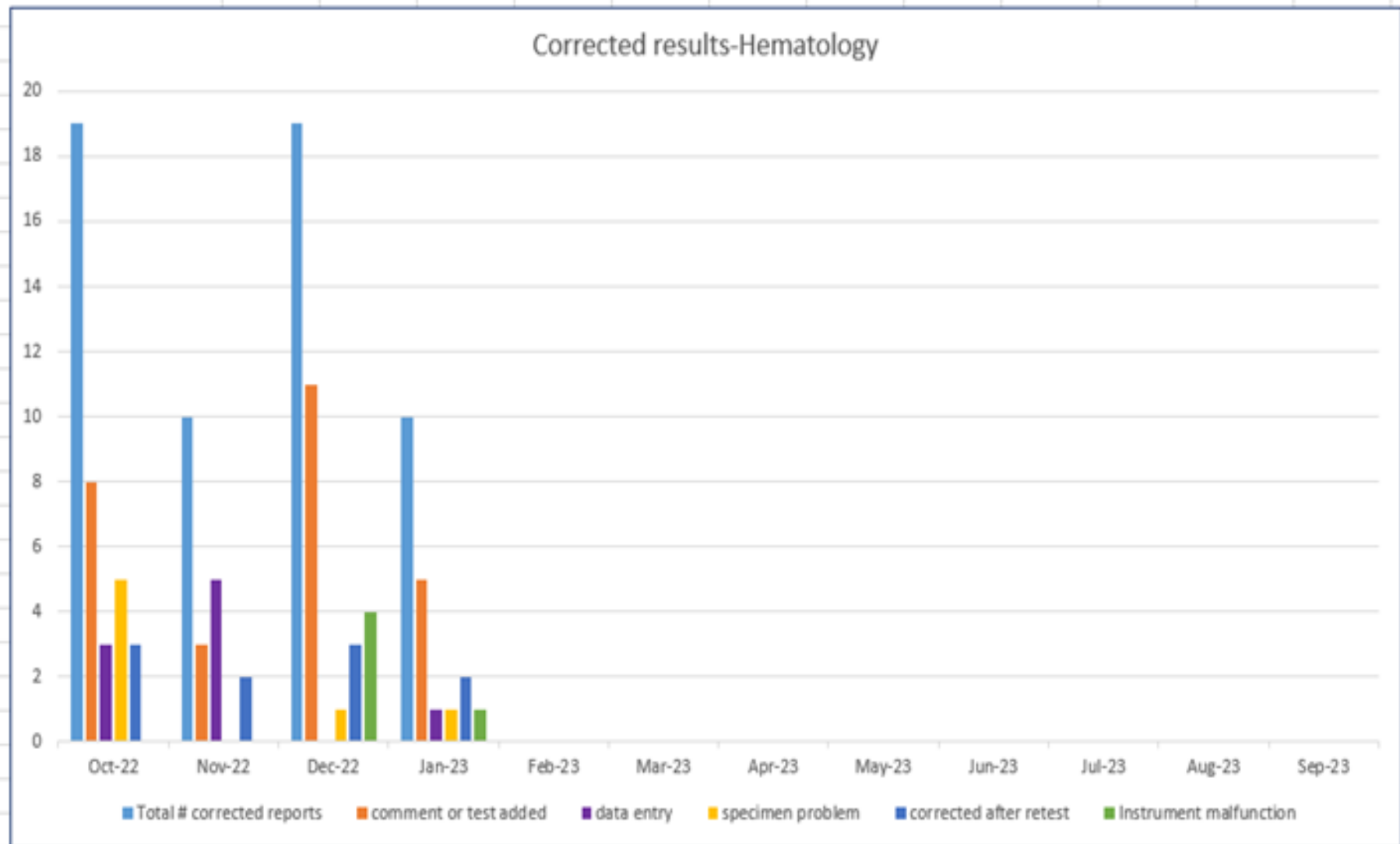
Aspect of Care



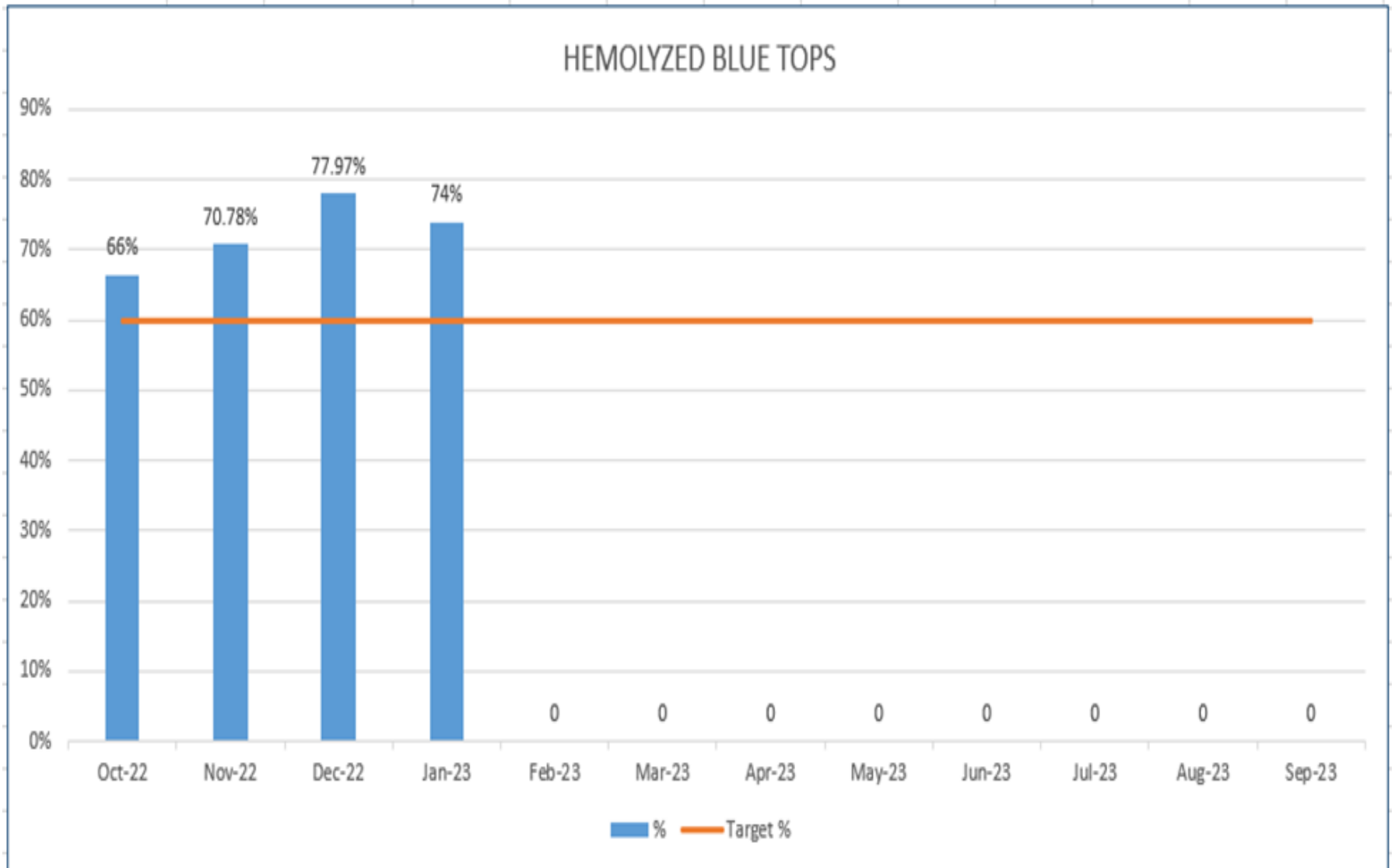
Aspect of Care

	Oct-22	Nov-22	Dec-22	Jan-23
corrected appended results	11	7	8	5
incorrect documentation	2	1	0	1
correct documetation	9	6	8	4
% correct	82%	86%	100%	80%
Target	100%	100%	100%	100%
Action/outcome:	Both were called but improperly documented. New employee-retrained on policy	Talked to the technologist. Was not called because tech thought that by adding comment he did not need to call.		Spoke to tech. First time occurrence.

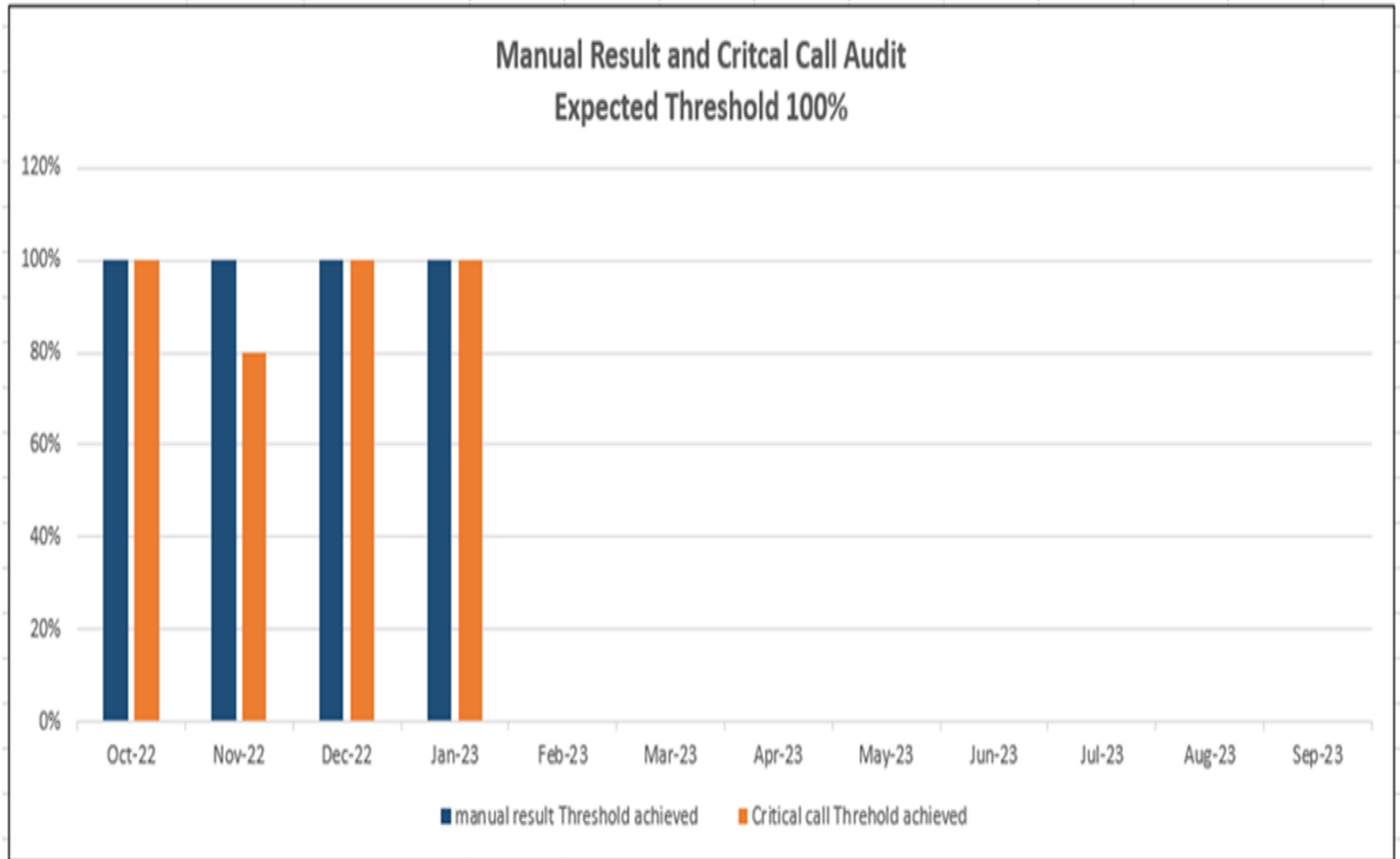
Aspect of Care



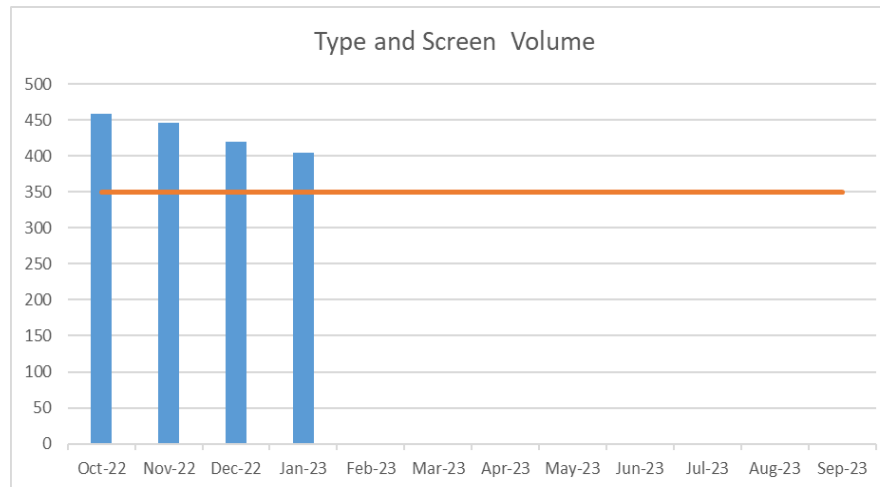
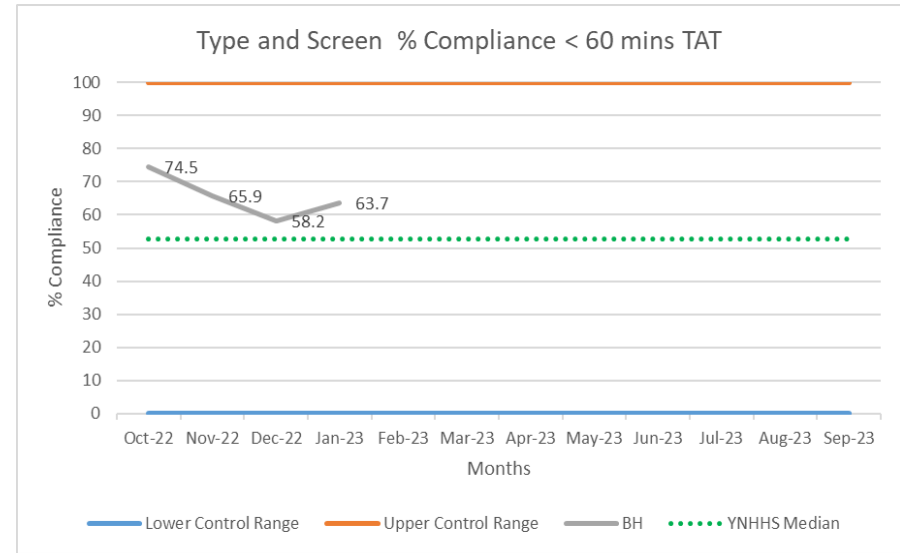
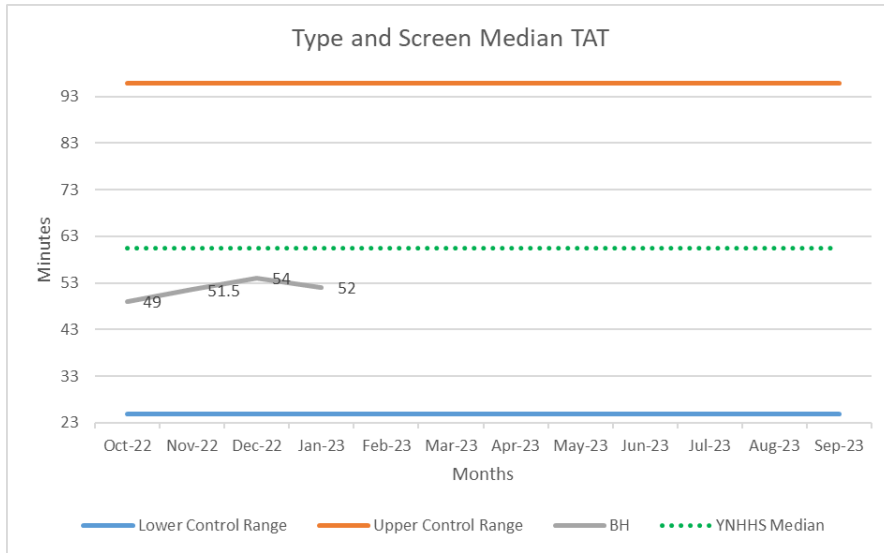
Aspect of Care



Aspect of Care



Bridgeport Campus – Type and Screen ED TAT



Bridgeport and Milford Hospital Transfusion Reactions FY23

Bridgeport and Milford Hospital Transfusion Reactions FY23

Months	Total Per Site		Allergic		Febrile		Anaphy		TACO		TRALI		Hemolytic		Septic		Other	
	BH	MC	BH	MC	BH	MC	BH	MC	BH	MC	BH	MC	BH	MC	BH	MC	BH	MC
Oct	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Nov	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Dec	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Jan	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Feb																		
Mar																		
Apr																		
May																		
Jun																		
Jul																		
Aug																		
Sep																		
Total	1	0	1	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0

Bridgeport Hospital Blood Bank RBC

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	449	440	410	394	\$344,884.50
Wasted	4	5	7	8	\$4,248.00
Total	453	445	417	402	\$349,132.50

Bridgeport Hospital Blood Bank Cryo

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	8	11	16	21	\$18,564.00
Wasted	2	2	0	1	\$1,657.50
Total	8	13	16	22	\$19,558.50

Bridgeport Campus FFP

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	52	50	35	36	\$36,373.50
Wasted*	22	11	27	24	\$15,930.00
Total	74	61	62	60	\$52,303.50

*Due to ACS Trauma Requirements

Platelet Utilization

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	48	39	61	65	\$143,419.29
Wasted	27	36	19	32	\$76,759.62
Total	75	75	80	97	\$220,178.91
% wasted	36%	48%	24%	33%	
Wasted/Day	0.87	1.2	0.63	1.07	\$507.69

Number of Extended <u>Plts</u>	38	44	53	48	\$123,219.39
Number Transfused	16	20	27	18	\$54,539.73
Number Discarded	22	24	26	30	\$68,679.66

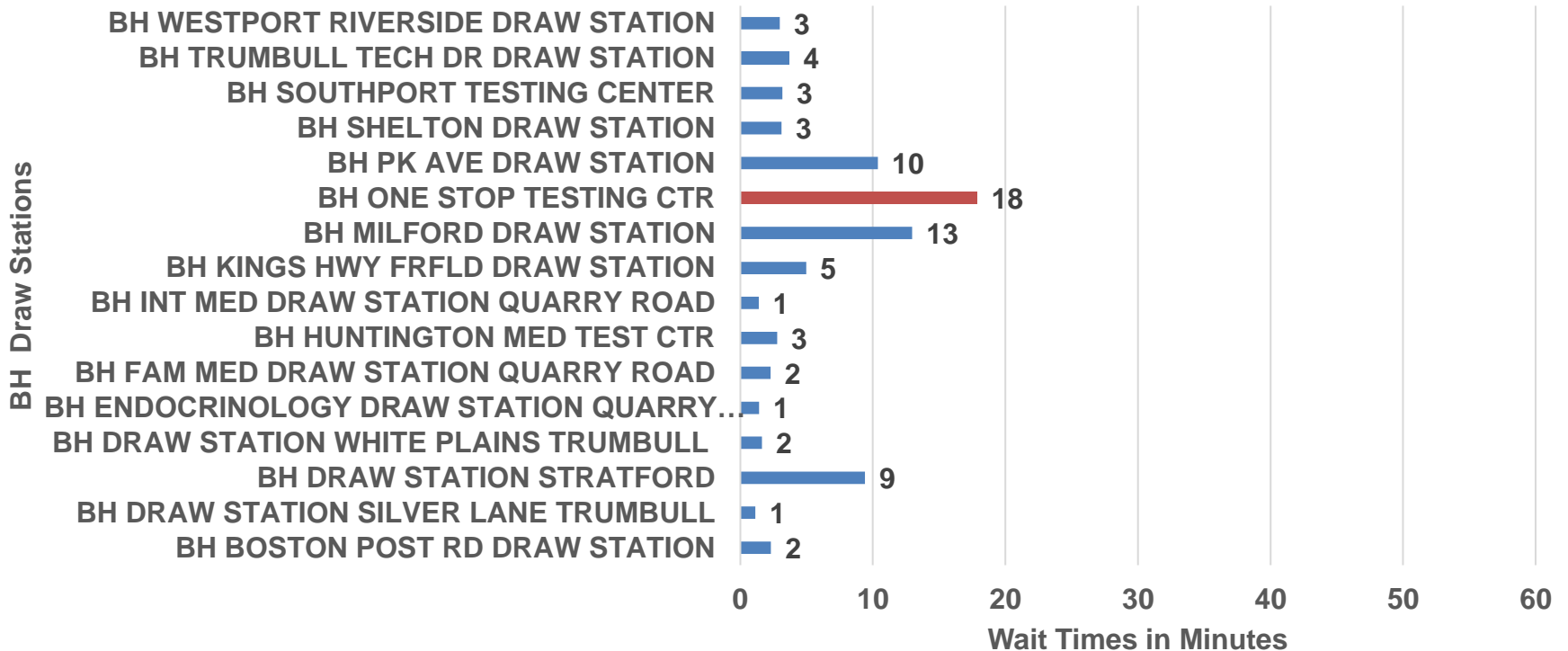
Performance Improvement Plan

**Lab Outreach Pre-Analytical Quality Indicator Monthly
Review
Year 2023**

Average Wait Times

Section	Lab Outreach/Phlebotomy
Phase	Pre-Analytical
Objective	Calculate the average times from patient check-in/registration to the point of specimen collection for each DN. This metric ensures patient satisfaction and monitors phlebotomists' productivity in each draw station location.
Method	Report from Helix - YNHHS Lab Blood Draw Wait Times report
Definitions	We will be measuring the rate of butterfly needle usage vs total encounters.
Expected Actions	To assess each draw station patient, wait-times vs the total number. A summary report will be prepared for the Director. Feedback will be provided to the draw stations.
Benchmarks	Overall rate for patient wait time goal for 15 minutes.

January



Summary:

January: Overall goal reached for the month. January metrics are BH draw station average 5 minutes overall. One Stop location wait-time was the only location outside of the 15-minute wait time goal.

Butterfly Needle Usage Rate

Section	Lab Outreach/Phlebotomy
Phase	Pre-Analytical
Title	Butterfly Needle Usage Rate
Objective	Monitors the butterfly needle usage in the outpatient draw stations. Studies have shown that decreased butterfly needle usage results in less sample hemolysis, decreased costs, and less needlestick exposures.
Method	McKesson Supply Report or Infor Supply Report and Helix Reports - Collection Metrics monthly.
Definitions	We will be measuring the rate of butterfly needle usage vs total encounters.
Expected Actions	To assess each draw station butterfly usage rate. A summary report will be prepared for the Director. Feedback will be provided to the draw stations regarding butterfly usage rates.
Benchmarks	Overall rate for 20% butterfly needle usage rate.

Summary

January: Overall goal reached for the month. Across all the BH locations 20 boxes of butterfly needles were ordered over the course of the month.

	January
Number of Butterfly Needles	1019
Total Number of Patient Draws	9302
All DRAW STATIONS	11%

Cancel/Redraw Rates

Section	Lab Outreach/Phlebotomy
Phase	Pre-Analytical
Title	Cancel/Redraw Rates
Objective	Monitors the cancel/redraw rates in the draw stations by measuring the number of cancel/redraws to overall samples collected as a percentage rate.
Method	Report on Helix – Redraw Rejection Cancellation and Lab Outreach Collection Metrics reports monthly.
Definitions	This metric will identify any collection procedure noncompliance and identify any areas that phlebotomists need retraining in. The redraw rates will be pulled monthly and compared to the 2022 metrics.
Expected Actions	To assess draw station locations, cancel/redraw rates. A summary report will be prepared for the Director to be discussed monthly. Feedback will be provided to the draw stations for improvements.
Benchmarks	Overall redraw rate goal of 5%.

Summary:

January: Overall goal reached for the month. Majority of locations had a cancellation rate of 4% or less.

	Jan
BH BOSTON POST RD DRAW STATION	1.3%
BH DRAW STATION SILVER LANE TRUMBULL	3.1%
BH DRAW STATION STRATFORD	1.9%
BH DRAW STATION WHITE PLAINS TRUMBULL	1.0%
BH ENDOCRINOLOGY DRAW STATION QUARRY ROAD	2.6%
BH FAM MED DRAW STATION QUARRY ROAD	2.5%
BH HUNTINGTON MED TEST CTR	2.9%
BH INT MED DRAW STATION QUARRY ROAD	4.4%
BH KINGS HWY FRFLD DRAW STATION	2.1%
BH MILFORD DRAW STATION	3.4%
BH ONE STOP TESTING CTR	7.2%
BH PK AVE DRAW STATION	4.6%
BH SHELTON DRAW STATION	1.8%
BH SOUTHPORT TESTING CENTER	3.0%
BH TRUMBULL TECH DR DRAW STATION	2.3%
BH WESTPORT RIVERSIDE DRAW STATION	4.6%
ALL DRAW STATION AVERAGE	3.0%

Notes:

Rejection reasons by location

Silver Lane - 5 collection issue: exceeded clinical time requirements, 5 collection issue: other, 1 collection issue: QNS

Kings Hwy - 10 collection issue: other, 1 collection issue: incorrect specimen type, 1 collection issue: QNS and 6 other (please specify)

One Stop - 38 collection issue: other, 35 other (please specify), 2 collection issue: clotted, 2 collection issue: incorrect specimen type, 2 collection issue: QNS, 1 collection issue: no initials (BB specimens)

PK Ave - 15 collection issue: other, 40 other (please specify), 1 Blood Bank: Two Samples Collected at same time (non PPID), 2 collection issue: clotted, 1 collection issue: exceeded clinical time requirements, 3 collection issue: hemolyzed, 1 collection issue: incorrect tube type/container, 4 collection issue: QNS

Westport Riverside - 14 collection issue: other, 1 collection issue: incorrect temperature, 2 collection issue: QNS and 1 other (please specify)

Centrifuge Compliance

Section	Lab Outreach/Phlebotomy
Phase	Pre-Analytical
Title	Centrifuge Compliance
Objective	Ensures centrifuges in the draw station are functioning as intended which will result in better quality samples and decrease processing errors and specimen rejections.
Method	Auditing centrifuges and record service reports. BioMed (TriMedx) service reports will save in DN specific folders.
Definitions	Every month each DN will be audited on the number of compliant centrifuges and be given a compliance percentage. For example, if all 32 centrifuges in the YNH area are serviced before the due date then they will be at 100% compliance every month.
Expected Actions	The team will also be keeping centrifuge records up-to-date for compliance across all Delivery Networks. A summary report will be prepared for the Director.
Benchmarks	Overall centrifuge compliance goal of 100%.

Summary

January: Overall goal for the month was met. All centrifuges are update with inspections.

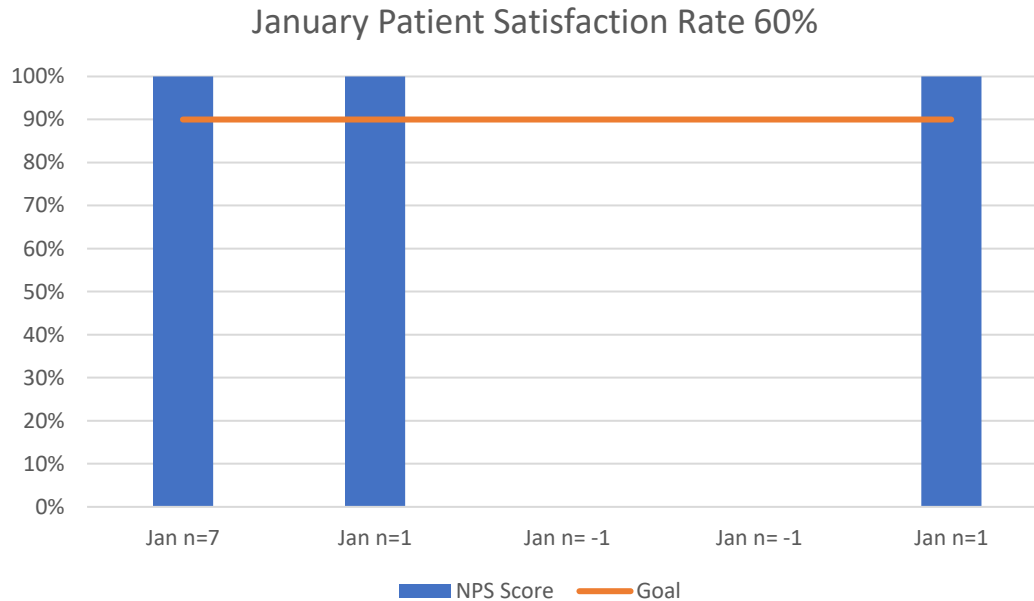
	January
Number of Compliant Centrifuges	19
Total Number of Centrifuges	19
ALL DRAW STATIONS	100%

Patient Satisfactory Survey

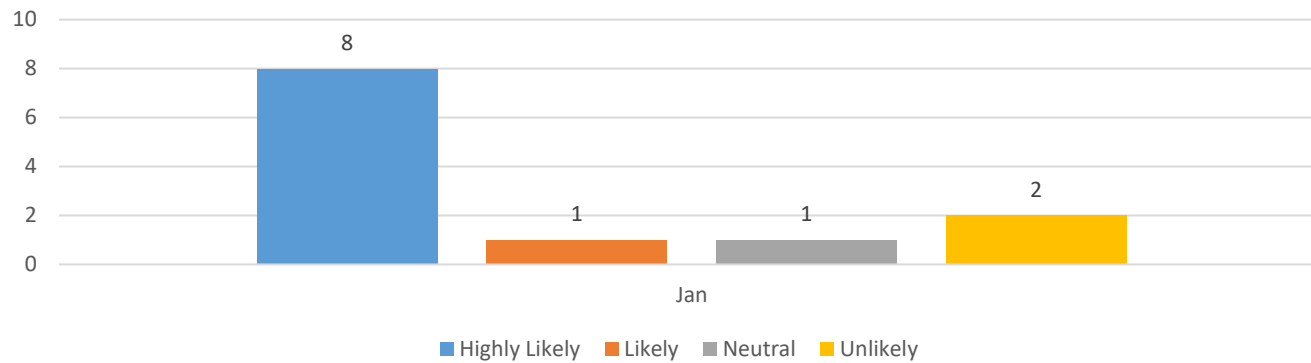
Section	Lab Outreach/Phlebotomy
Phase	Pre-Analytical
Title	Patient Satisfactory Survey
Objective	Achieving high levels of satisfaction is directly dependent on the high- quality patient care provided by phlebotomists in draw stations. In order to find out the pain-points of patients, whether there's any room for improvement, and what measures can be implemented to enhance services.
Method	Key Survey Reports and Press Ganey surveys scores
Definitions	The Key Survey report will be pulled monthly.
Expected Actions	To assess each draw station the patient experience surveys or scores. A summary report will be prepared for the Director. Feedback will be provided to the draw stations to make improvements to help increase patient satisfaction.
Benchmarks	Overall patient satisfaction rate 90%.

Summary January: Overall goal not for the month.

Across a portion of the draw station locations 70% of patients were likely to recommend our facilities to a friend, 100% of patients felt our facilities were neat and clean, and 100% of patients felt they were treated with respect during their visit.



Patients would recommend the draw stations to a friend at rate of 70%



Notes:

There are 3 dissatisfied patients that caused the satisfaction rate to be below the goal. These are the responses to “Were you treated respectfully during your visit and what is the most important thing we could do to increase your satisfaction.”

MR4407630 at Park Avenue Draw Station

Patient's comments (I feel I was not heard, To listen to a patient when they tell you your experiences have been and ask if they could use the butterfly needle so I wouldn't have to be stuck 3 times before they stuck me with the needles that were larger than my veins. And was told because of shortage they have to do it this way. To me no excuse!)

MR3373791 at Park Avenue Draw Station

Patient's comments (No smile, no interaction, seemed bored, Because I needed to be at the hospital for a short procedure, rather than a surgical center, I had blood drawn and an ekg while there in the interest of time. Registration was lovely. The rest of it? I would not use that facility when there are so many other options.)

MR2601743 at Park Avenue Draw Station

Patient's comment (She introduced herself but really was not friendly at all, She should have been more friendly. Didn't say hello or make me feel welcome. I tried to interact because I am afraid of needles and make a little small talk, she was not interested at all)

Transcription Accuracy Rate

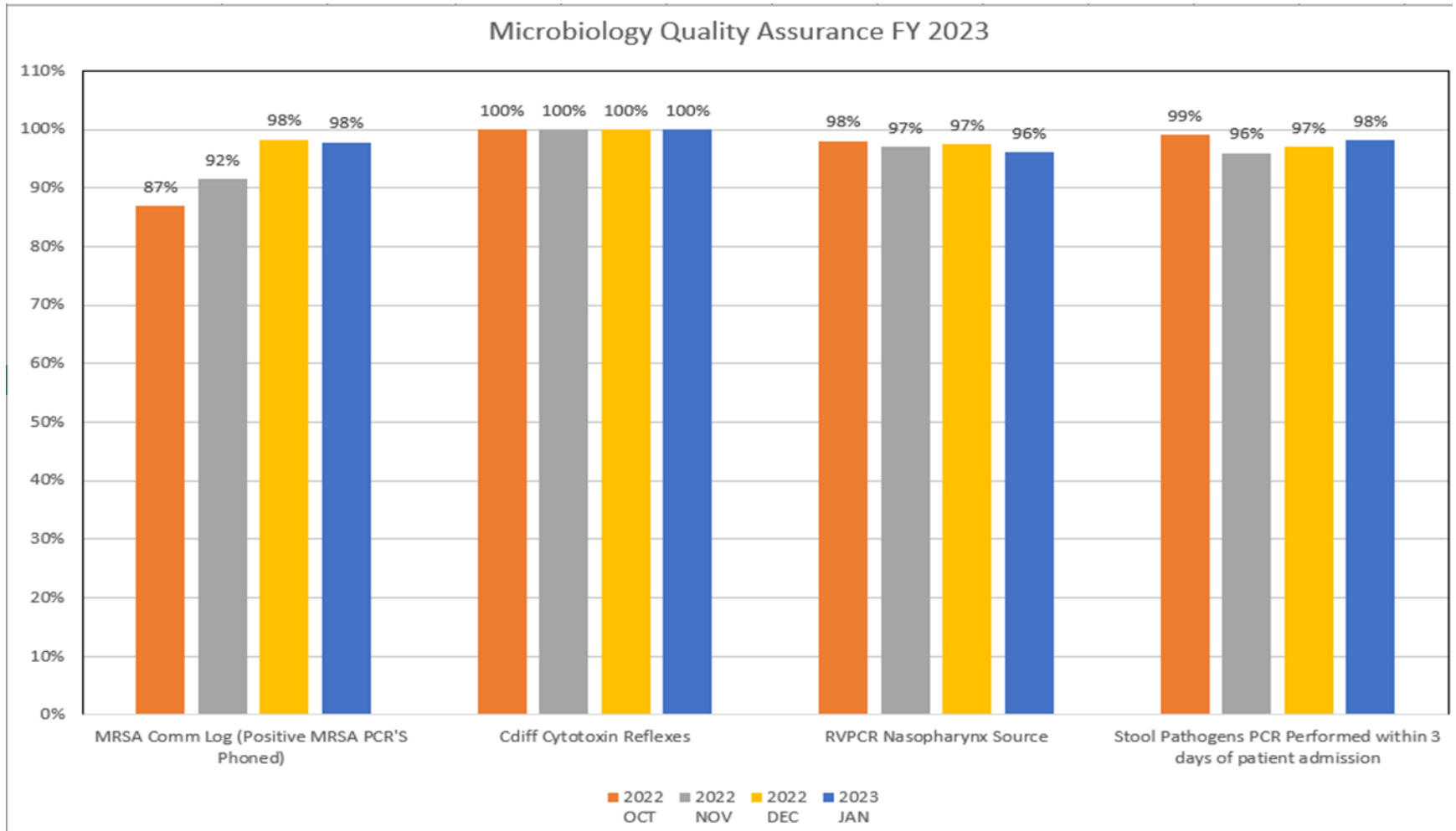
Section	Lab Outreach/Phlebotomy
Phase	Pre-Analytical
Title	Transcription accuracy rate
Objective	Monitors the accuracy of the phlebotomist's transcriptions into EPIC from paper requisitions.
Method	Report run by Lab Billing department daily.
Definitions	Report is run by Lab Billing, and they randomly select up to 5 transcribed requisitions from each DN daily. The areas evaluated for accuracy will be the provider's name, tests ordered, scanning of req into EPIC and charges. Lab Billing will track the requisitions selected and errors in a separate spreadsheet on the YNH :/L shared drive.
Expected Actions	To assess each draw station transcription accuracy. A summary report will be prepared for the Director. Feedback will be provided to the draw stations.
Benchmarks	Overall rate for 90% transcription accuracy.

Summary

January: Overall goal reached for the month. For the month of January, the # of providers transcribed correctly 102/103, sum of tests transcribed correctly 392/396 and # of requisitions scanned in EPIC 51/65.

	Jan
ALL DRAW STATION AVERAGE	97%

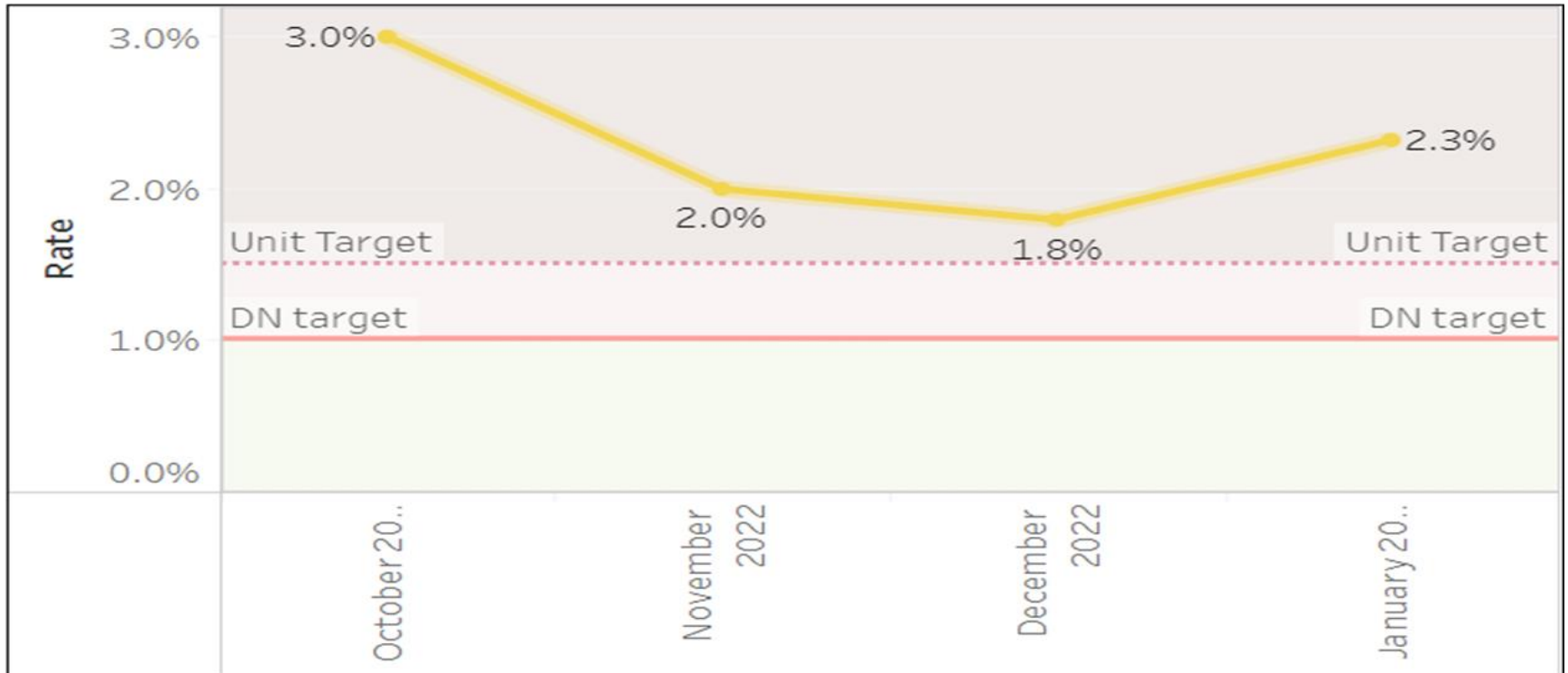
Microbiology Quality Measures for FY 2023



Microbiology Test Volumes

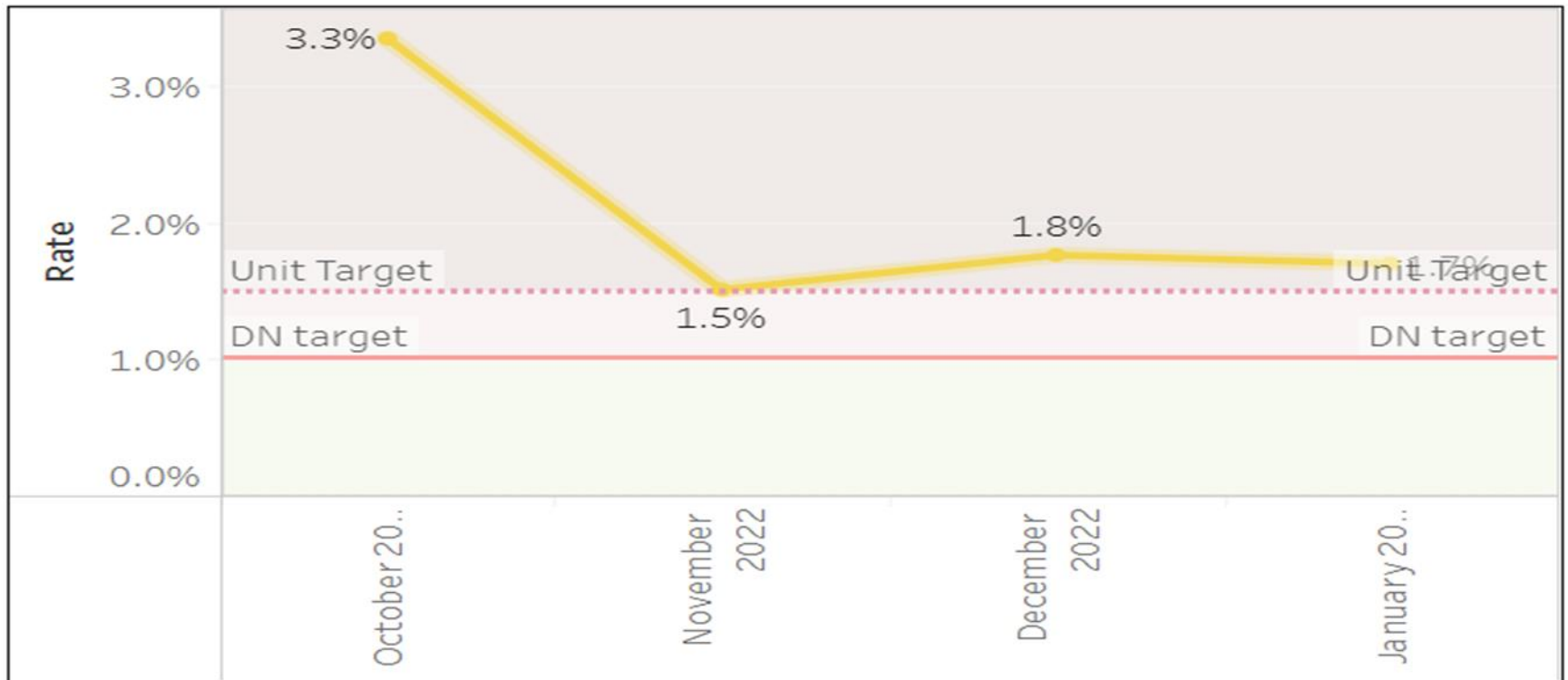
2023 Total V	October	November	December	January
MRSA	459	447	492	441
MRSA +	39	47	58	46
Cdiff	155	130	148	168
Cdiff +	28	22	29	24
RVP	312	297	272	231
Stool	144	128	136	146
Stool Admitted	49	49	67	56
Errors	4	0	1	0

BH Blood Culture Contamination Rate



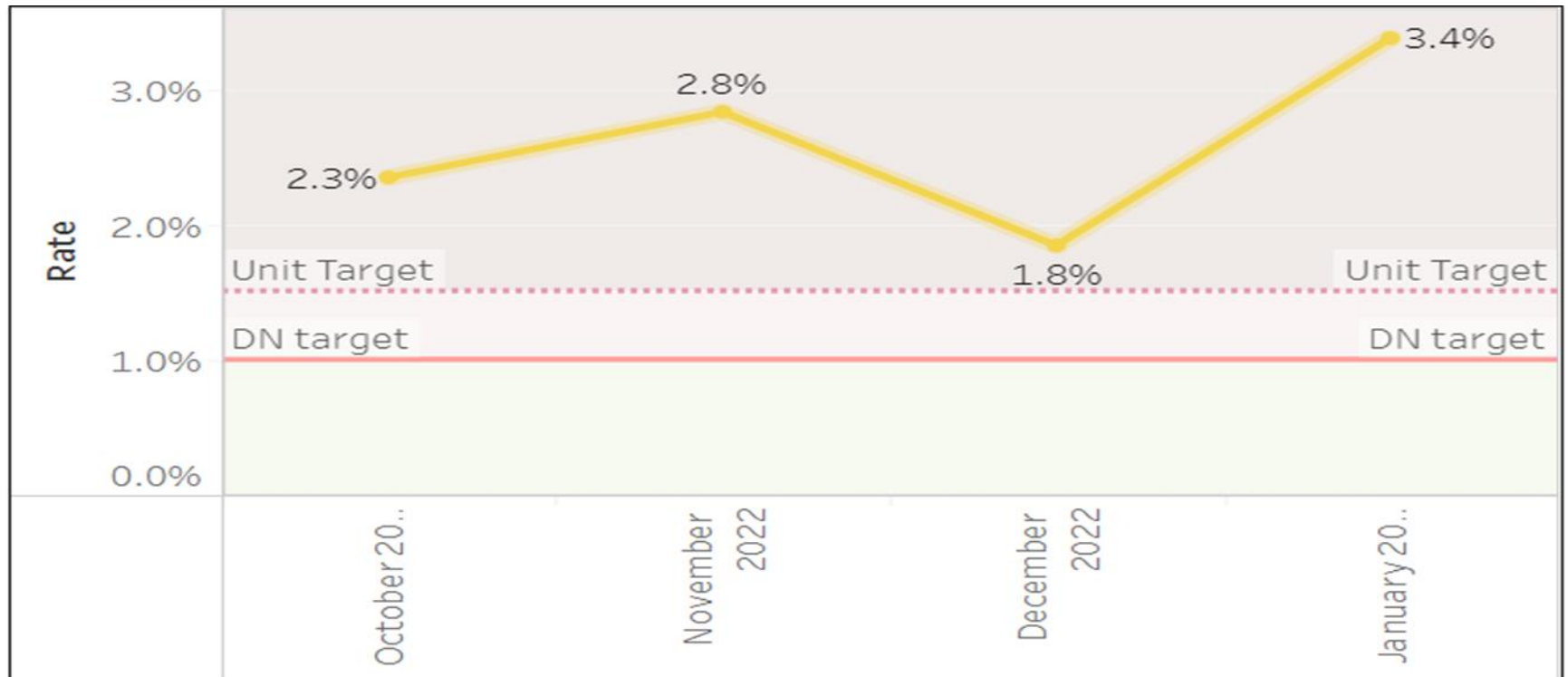
Targets were set and approved by ICC which aligns with Clinical and Laboratory Standards Institute (CLSI) M47 2nd Edition 2022 Principles and Procedures for Blood Cultures that states “Laboratories should still be able to achieve blood culture contamination rates substantially lower than 3%. When best practices are followed, a target contamination rate of 1% is achievable.”

BH Blood Culture Contamination Rate(ED only)



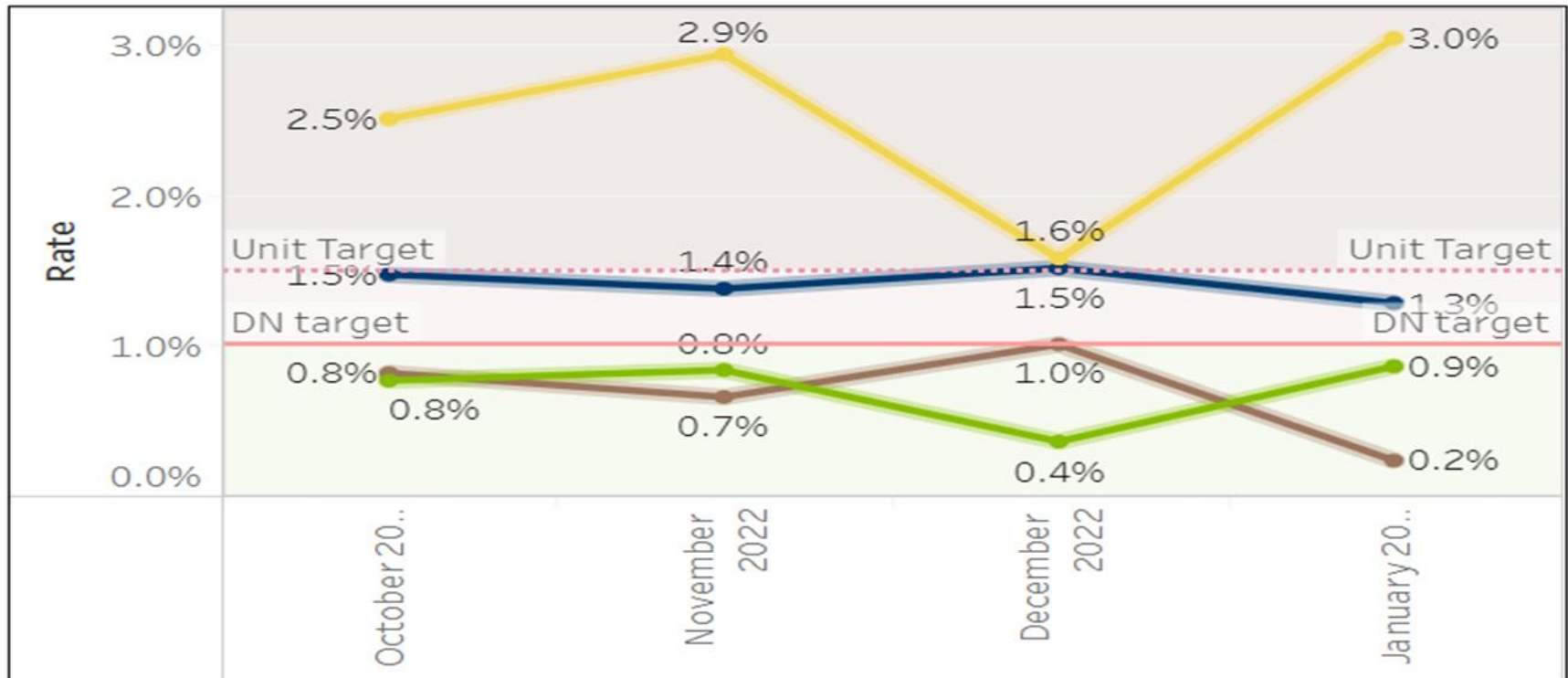
Targets were set and approved by ICC which aligns with Clinical and Laboratory Standards Institute (CLSI) M47 2nd Edition 2022 Principles and Procedures for Blood Cultures that states “Laboratories should still be able to achieve blood culture contamination rates substantially lower than 3%. When best practices are followed, a target contamination rate of 1% is achievable.”

BH Blood Culture Contamination Rate (excluding ED)



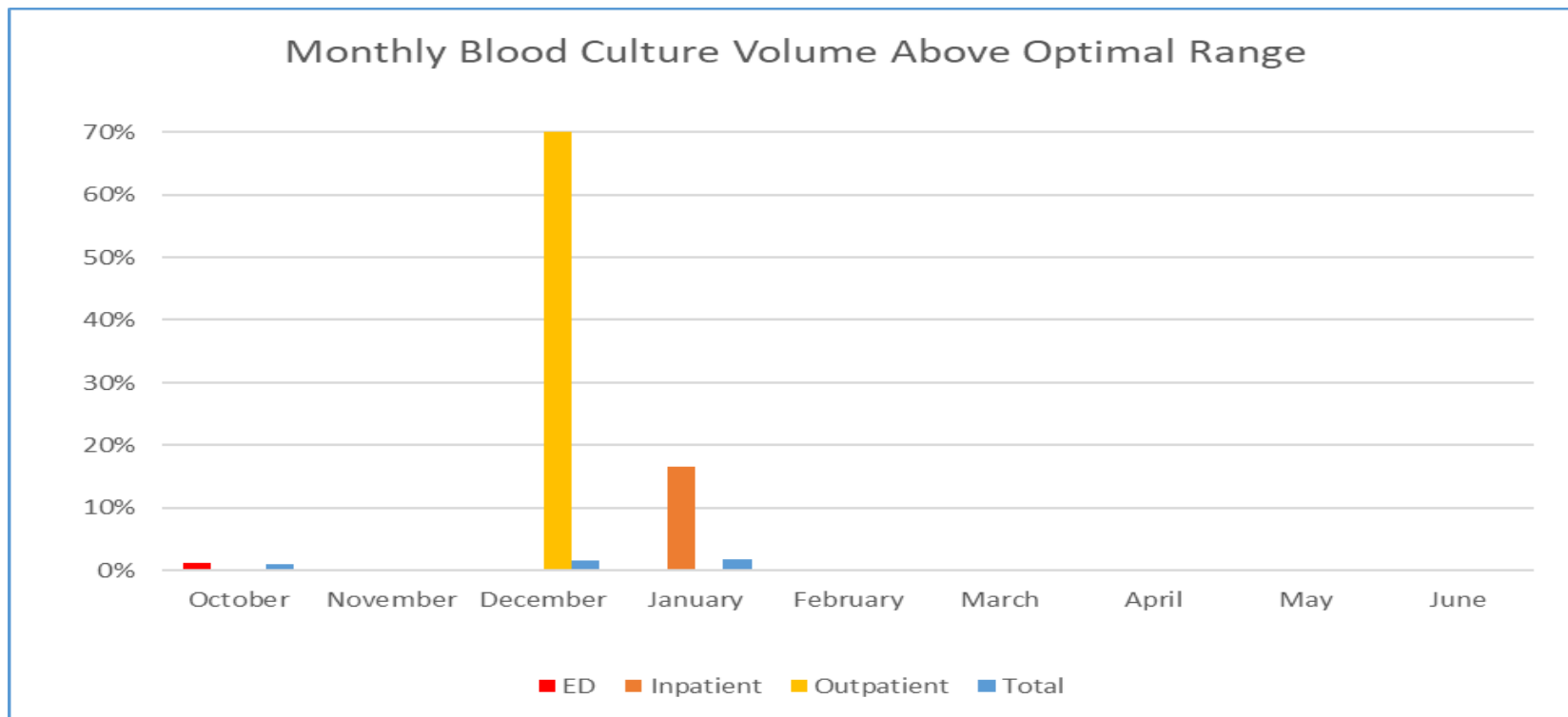
Targets were set and approved by ICC which aligns with Clinical and Laboratory Standards Institute (CLSI) M47 2nd Edition 2022 Principles and Procedures for Blood Cultures that states “Laboratories should still be able to achieve blood culture contamination rates substantially lower than 3%. When best practices are followed, a target contamination rate of 1% is achievable.”

Blood Culture Contamination Rate DNs Comparison



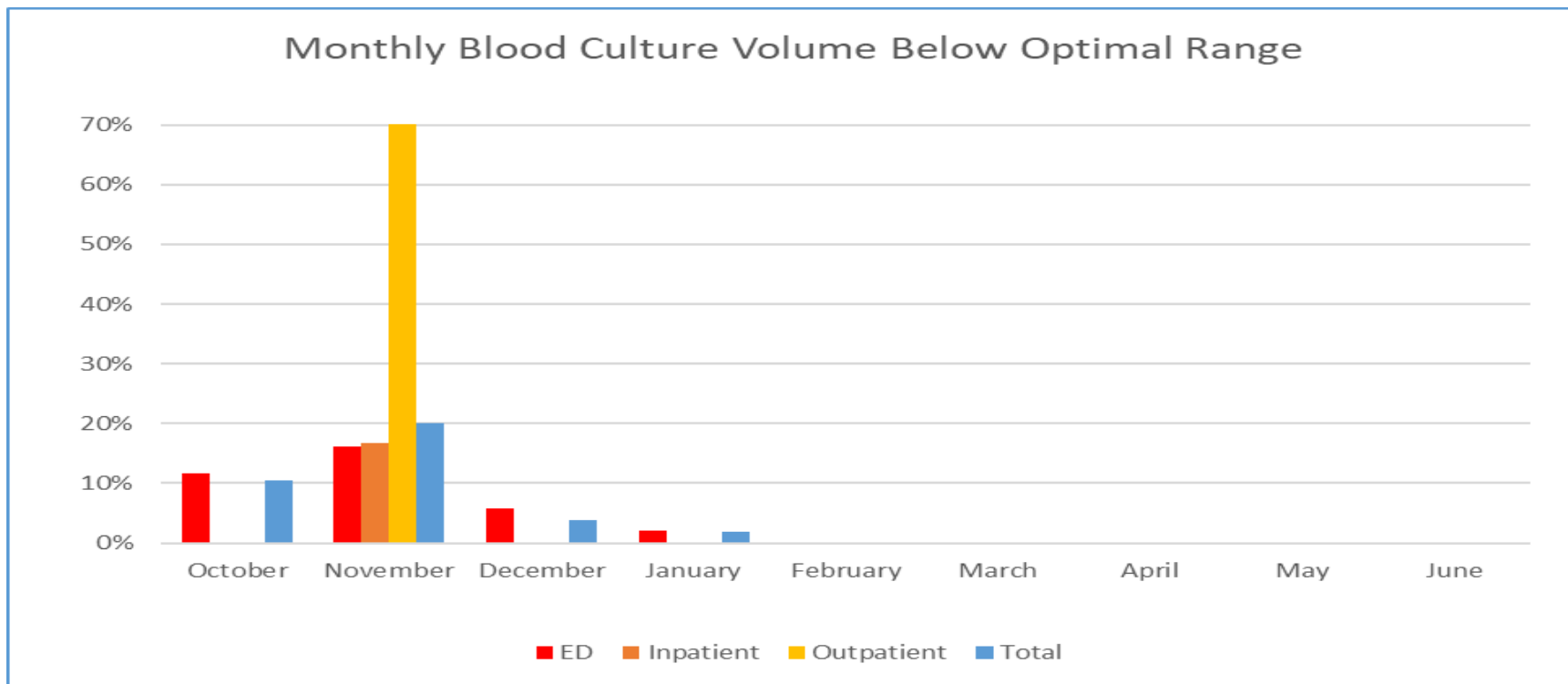
Targets were set and approved by ICC which aligns with Clinical and Laboratory Standards Institute (CLSI) M47 2nd Edition 2022 Principles and Procedures for Blood Cultures that states “Laboratories should still be able to achieve blood culture contamination rates substantially lower than 3%. When best practices are followed, a target contamination rate of 1% is achievable.”

Blood Culture Bottle Volumes – Above Optimal



Total Number of Bottles Drawn			
Total	ED	Inpatient	Outpatient
106	94	12	0
Number of Bottles Above Acceptable Volume			
Total	ED	Inpatient	Outpatient
2	0	2	0

Blood Culture Bottle Volumes – Below Optimal

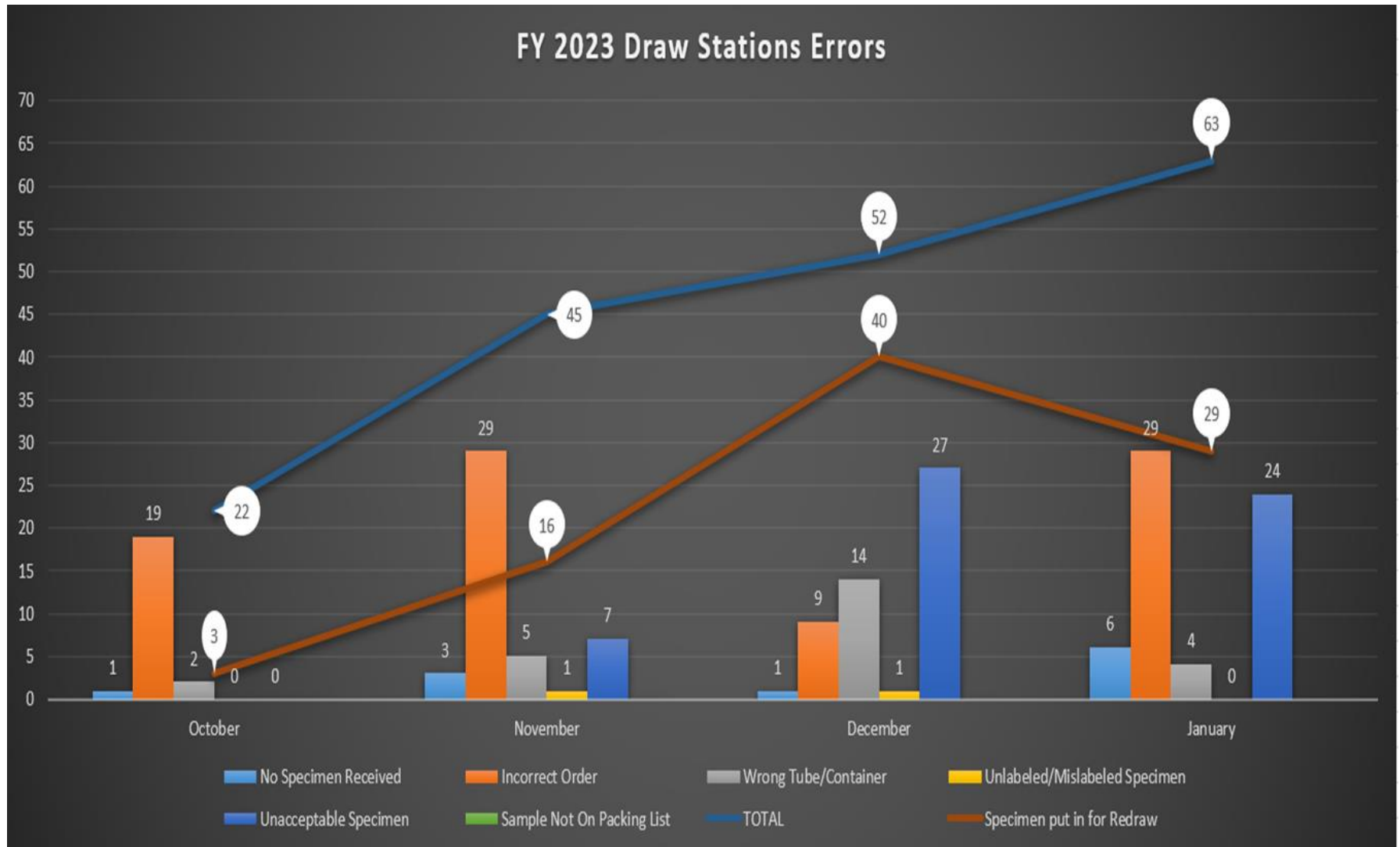


Total Number of Bottles Drawn			
Total	ED	Inpatient	Outpatient
106	94	12	0
Number of Bottles Below Acceptable Volume			
Total	ED	Inpatient	Outpatient
2	2	0	0

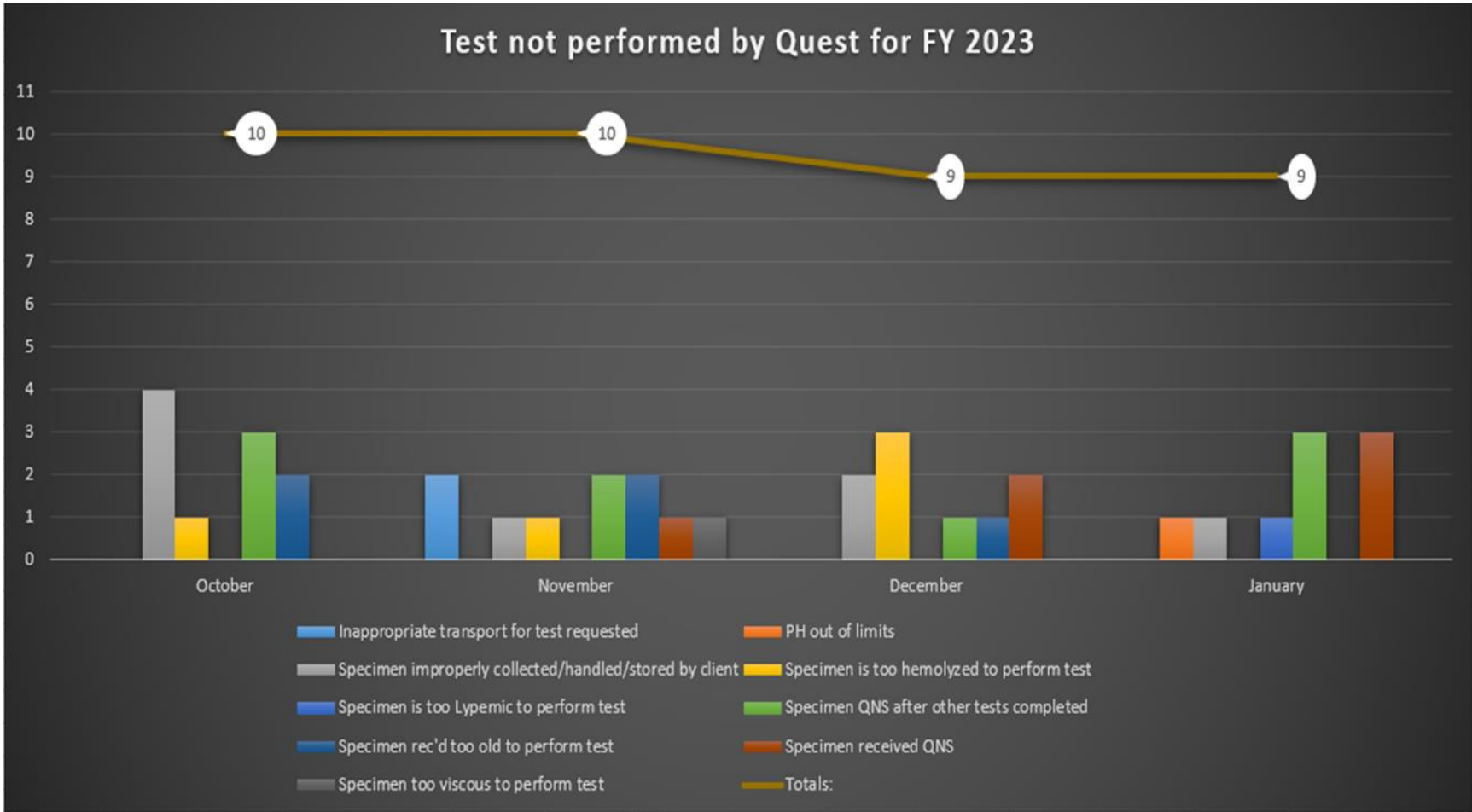
Molecular Statistics

Date	Tests	Sample size	Positive Count	% Positivity	Lower Limit	Upper Limit	Environment Monitoring	Epidemiological Trends	Evaluation Notes
Jan-23	Chlamydia trachomatis, NAAT	737	32	4.30%	2%	7%	Negative	None	None
Jan-23	GBS PCR Pen Allergic	17	7	41.20%	0%	49%	Negative	None	None
Jan-23	GBS PCR Pen NonAllergic	99	29	29.30%	16%	33%	Negative	None	None
Jan-23	Group A Strep PCR	365	83	22.70%	2%	22%	Negative	None	None
Jan-23	HSV 1 AND 2 DIRECT PCR,	21	6	28.60%	0%	55%	Negative	None	None
Jan-23	Influenza A/B RNA, NAAT	1,214	63	5.20%	0%	22%	Negative	None	None
Jan-23	Influenza/RSV by RT-PCR	3,409	110	3.20%	0%	18%	Negative	None	None
Jan-23	MRSA Colonization Status	382	45	11.80%	5%	18%	Negative	None	None
Jan-23	MRSA/SAUR Blood PCR	35	10	28.60%	13%	53%	Negative	None	None
Jan-23	MTB w/rflx Rifampin PCR	2	0	0.00%	0%	90%	Negative	None	None
Jan-23	N. gonorrhoeae, NAAT	736	18	2.40%	1%	3%	Negative	None	None
Jan-23	Resp Virus PCR Panel	186	41	22.00%	3%	53%	Negative	None	None
Jan-23	SARS CoV-2 (COVID-19) RNA	10,296	1,269	12.30%	0%	21%	Negative	None	None
Jan-23	Stool Pathogens PCR	131	21	16.00%	0%	19%	Negative	None	None

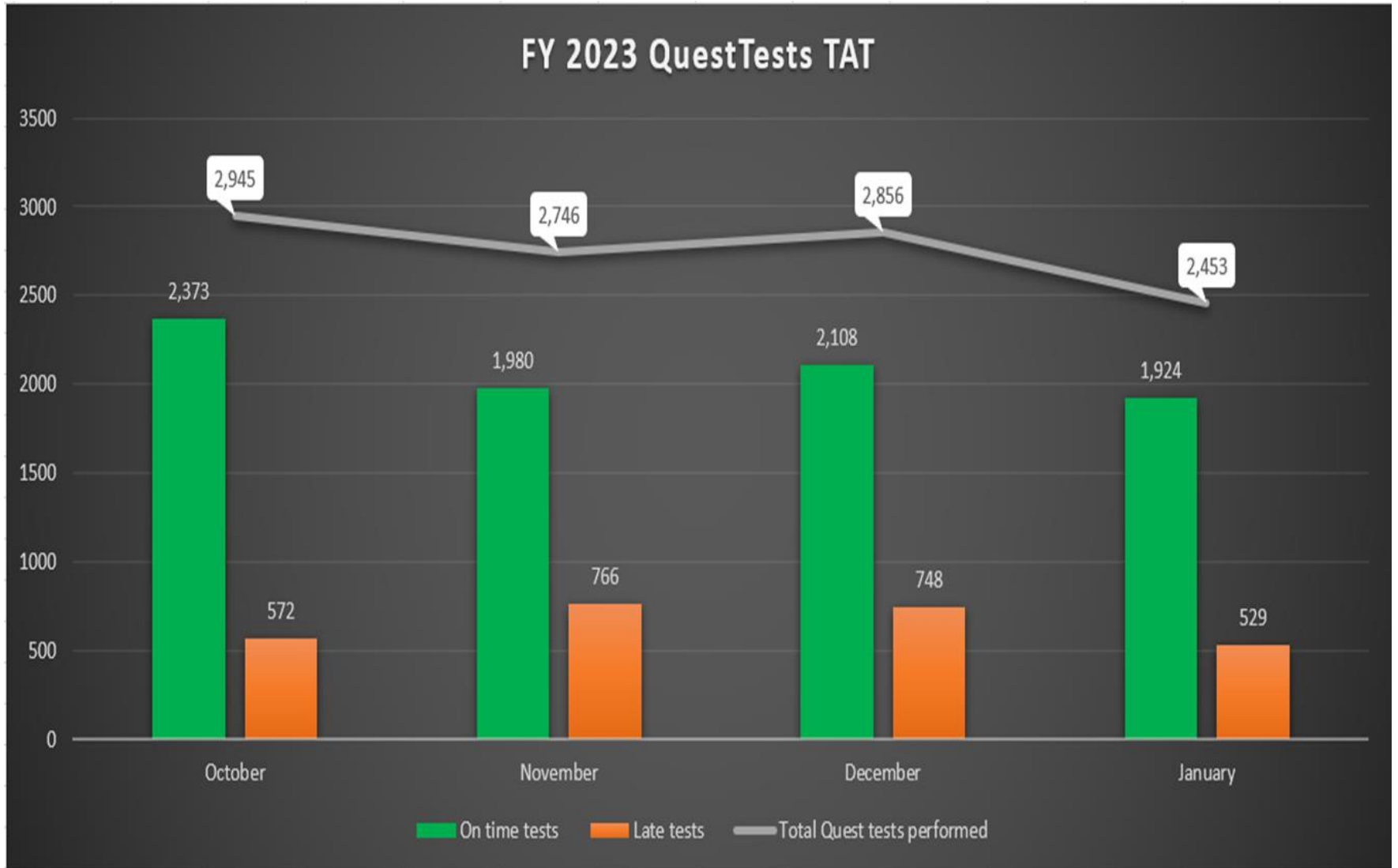
FY2023 Draw Station Errors



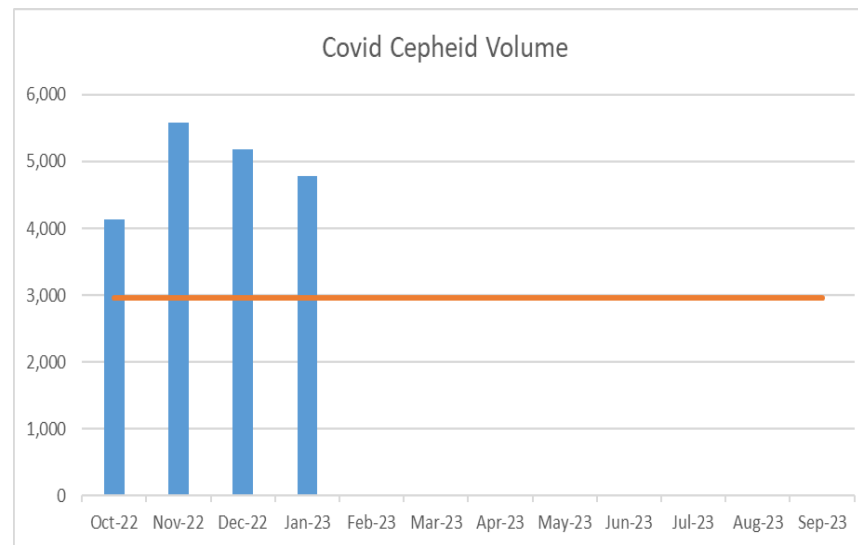
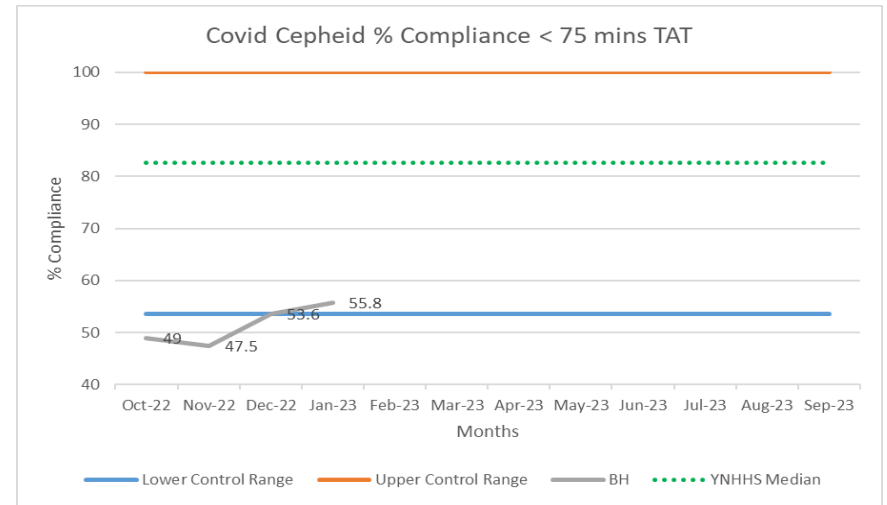
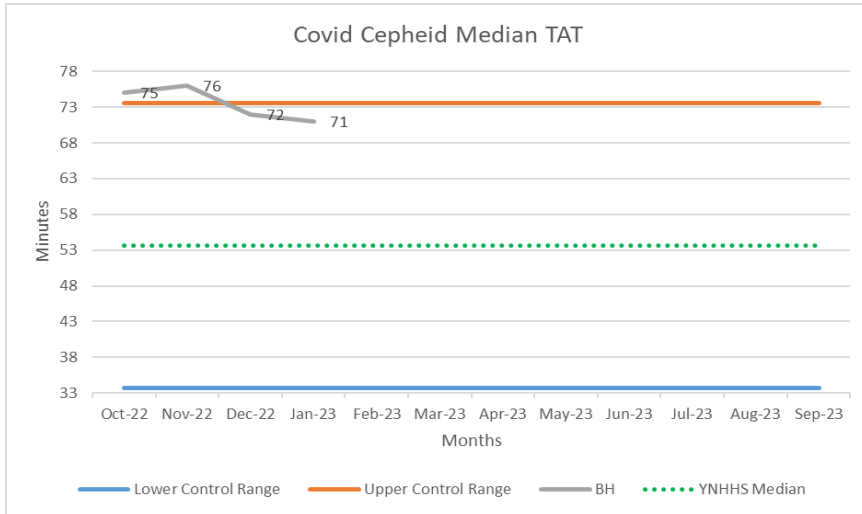
Quest Rejected Tests



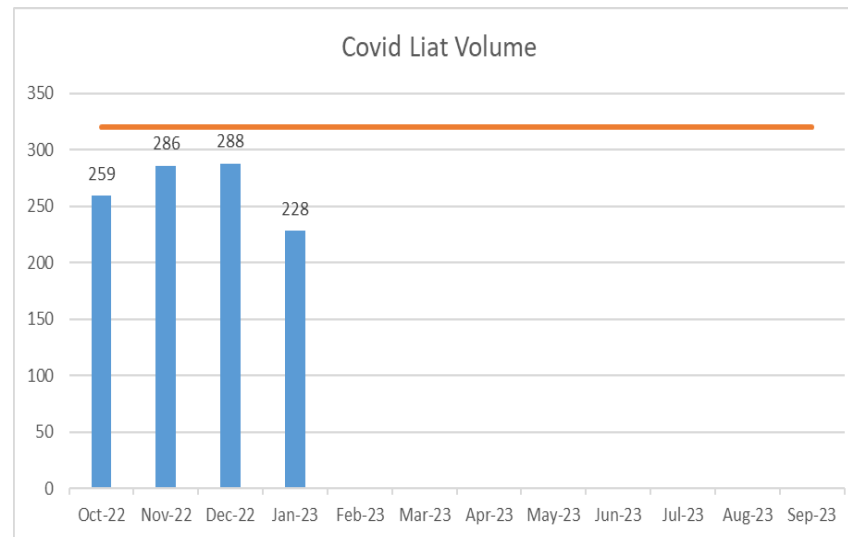
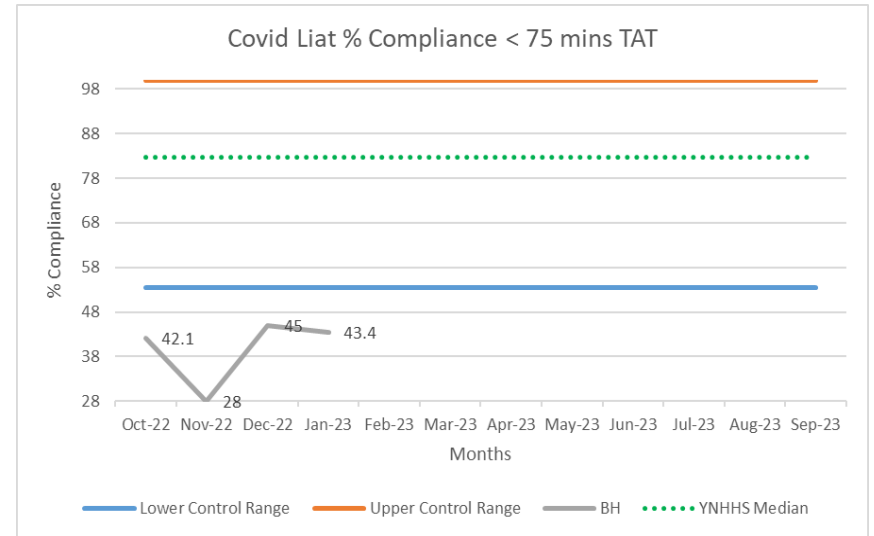
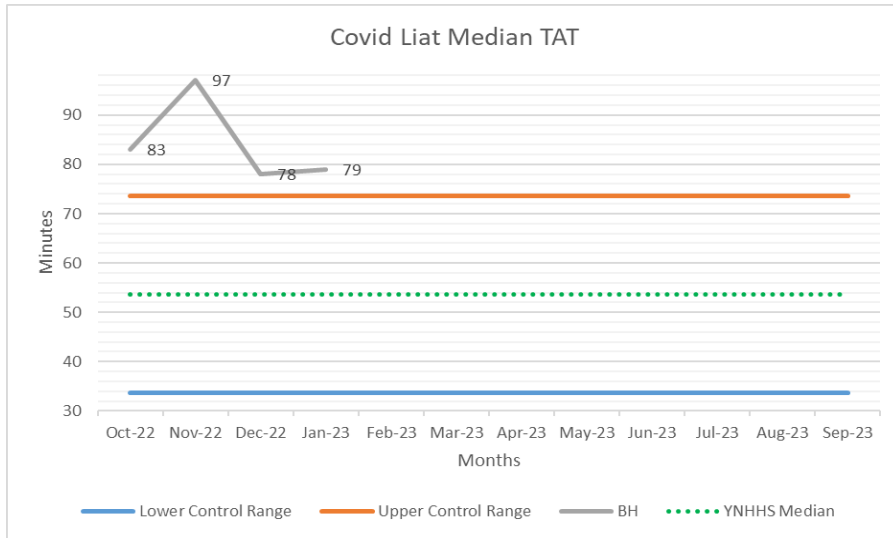
Quest TAT



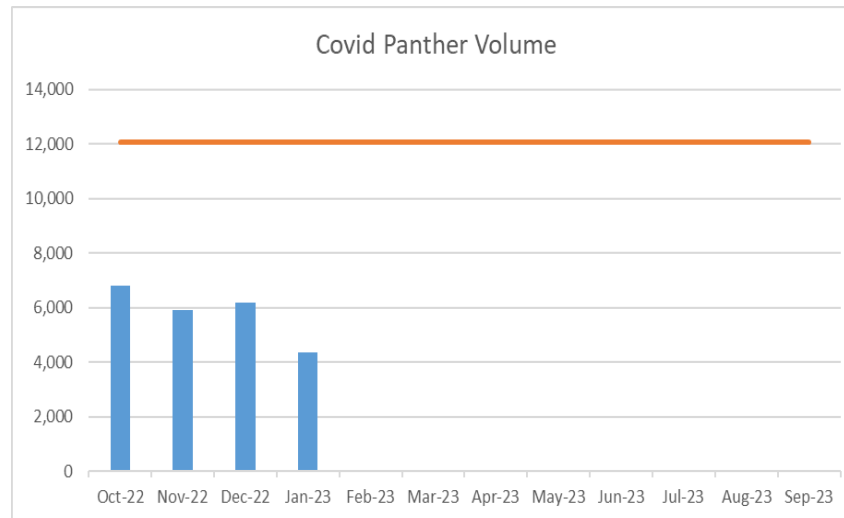
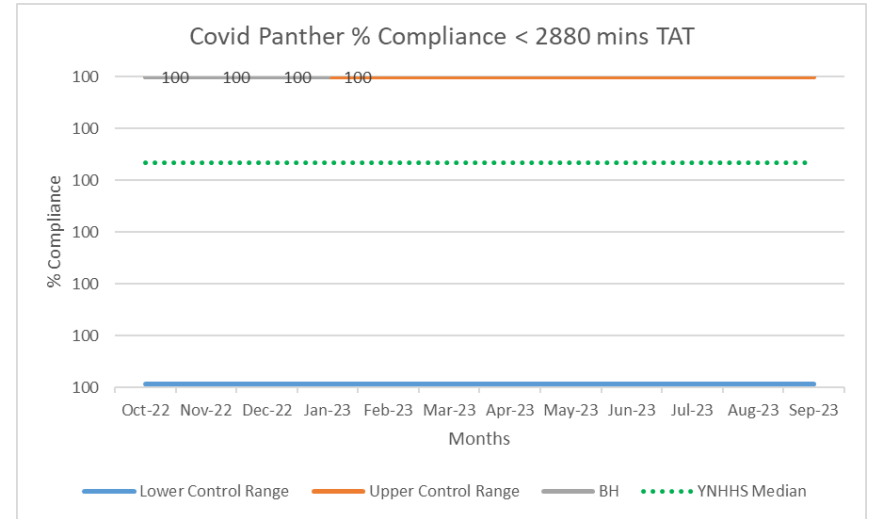
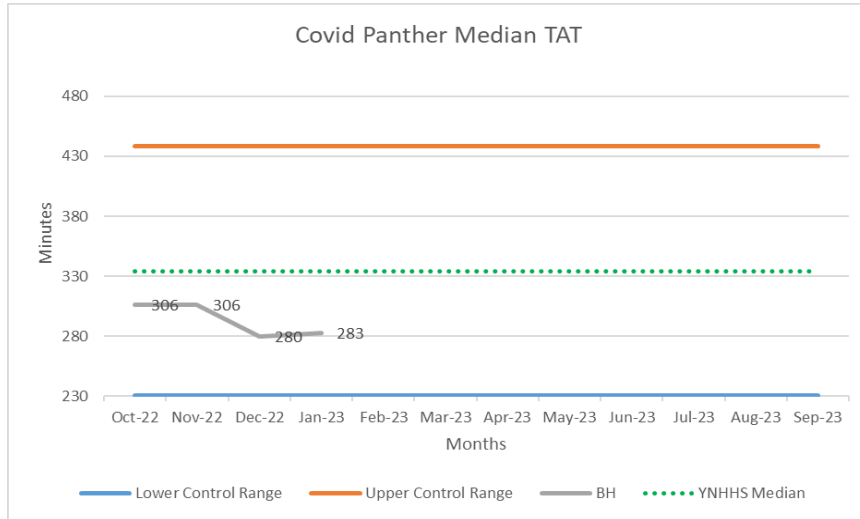
Bridgeport Campus – COVID-19 Cepheid



Bridgeport Campus – COVID Liat

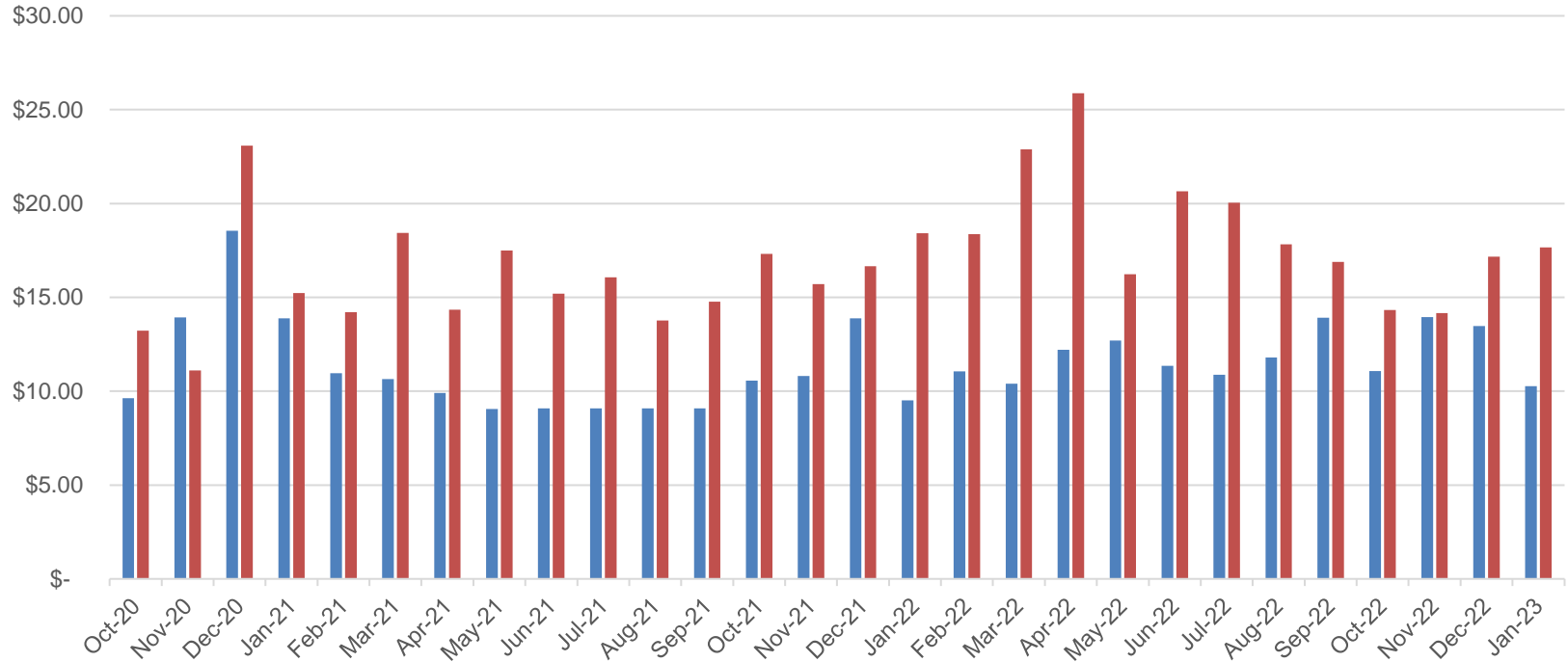


Bridgeport Campus – COVID-19 Panther



Cost Per Billable

FY2021 - FY2023 Cost Per Reportable (Total # of Expenses/# of Tests)
Bridgeport vs. Milford



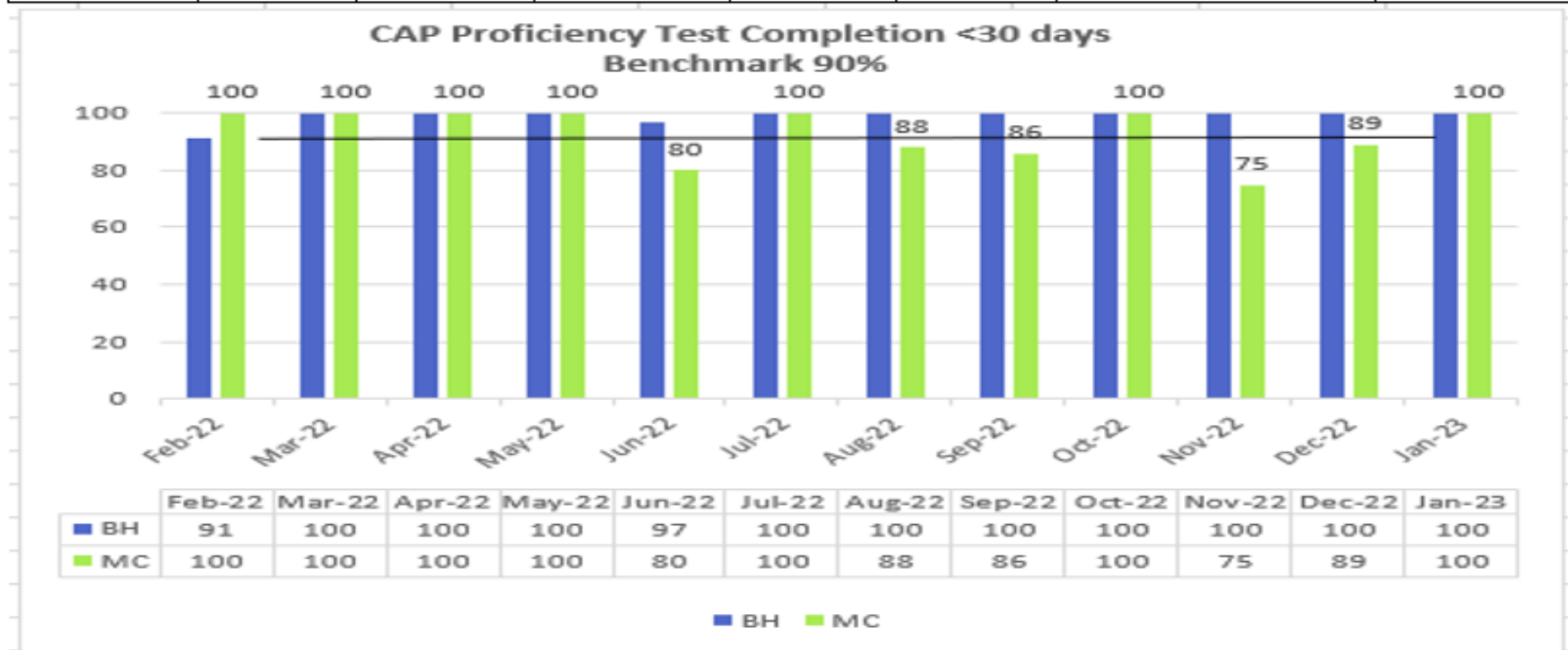
	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
■ BH Cost per billable	\$9.	\$13	\$18	\$13	\$10	\$10	\$9.	\$9.	\$9.	\$9.	\$9.	\$9.	\$10.	\$10	\$13	\$9.	\$11	\$10	\$12	\$12	\$11	\$10	\$11	\$13	\$11	\$13	\$13	10.3
■ MC Cost per billable	\$13	\$11	\$23	\$15	\$14	\$18	\$14	\$17	\$15	\$16	\$13	\$14	\$17	\$15	\$16	\$18	\$18	\$22	\$25	\$16	\$20	\$20	\$17	\$16	\$14	\$14	17.2	17.7

■ BH Cost per billable ■ MC Cost per billable

Lab General

BH CL07D0099572/CAP1191901
 MCBH CL07D0097265/CAP 1189901

Quality Metric	Target	Sample size	Current performance	Previous month	Patient Impact	Corrective action and follow-up	Responsible
CAP PT Turnaround within 30 days	90%	BC	100% (16/16 surveys)	100%	None	None needed.	Lab management and administration
		MC	100% (4/4 Surveys)	89%			

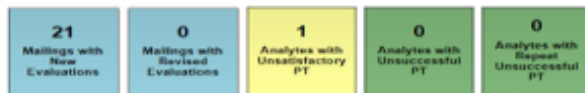


Lab General - Bridgeport

Proficiency Testing Performance Target 98%

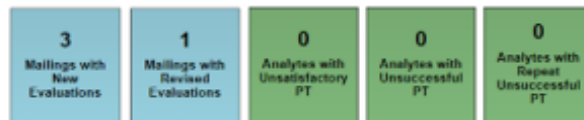
Campus	Analytes	Performance	Previous Month	Patient impact	Corrective actions
BH	218/220	99%	98%	None	None required for benchmark-each section investigates failed/unsatisfactory performances. 1 survey was unacceptable and has been investigated and corrective actions were initiated.
MCBH	21/21	100%	100%	None	None needed

Bridgeport Campus



Reporting Year	Acceptable %	Demographic Group Average ?	CAP-wide Average
2023	100.00%	97.71%	97.86%
2022	99.32%	98.99%	98.63%
2021	99.81%	99.06%	98.67%

Milford Campus



Reporting Year	Acceptable %	Demographic Group Average ?	CAP-wide Average
2022	99.94%	98.99%	98.63%
2021	99.30%	99.06%	98.67%

Lab General

Accreditation Performance Overview

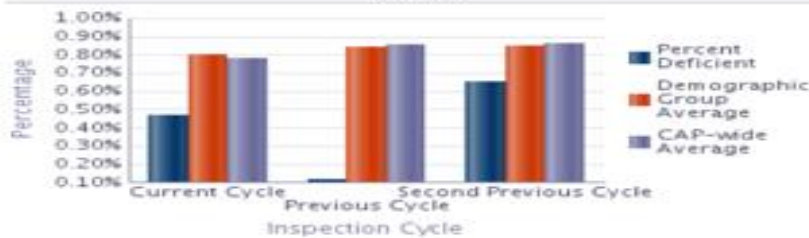
Bridgeport Campus

Period Name	Percent Deficient	Demographic Group Average	CAP-wide Average
Current Cycle	0.47%	0.80%	0.78%
Previous Cycle	0.11%	0.84%	0.85%
Second Previous Cycle	0.65%	0.85%	0.86%

Accreditation Performance Overview

Select View:

Deficient Accreditation Performance by Cycle and Group



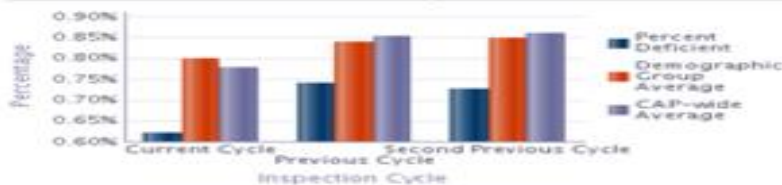
Last Accreditation Decision	Date
Accredited	5/9/2022

Current Cycle Inspection(s)			
Date	Inspection Type	% Deficient	Recurring Deficiencies
3/29/2022	Routine	0.47	1

Milford Campus

Period Name	Percent Deficient	Demographic Group Average	CAP-wide Average
Current Cycle	0.62%	0.80%	0.78%
Previous Cycle	0.74%	0.84%	0.85%
Second Previous Cycle	0.73%	0.85%	0.86%

Deficient Accreditation Performance by Cycle and Group



Last Accreditation Decision	Date
Accredited	5/9/2022

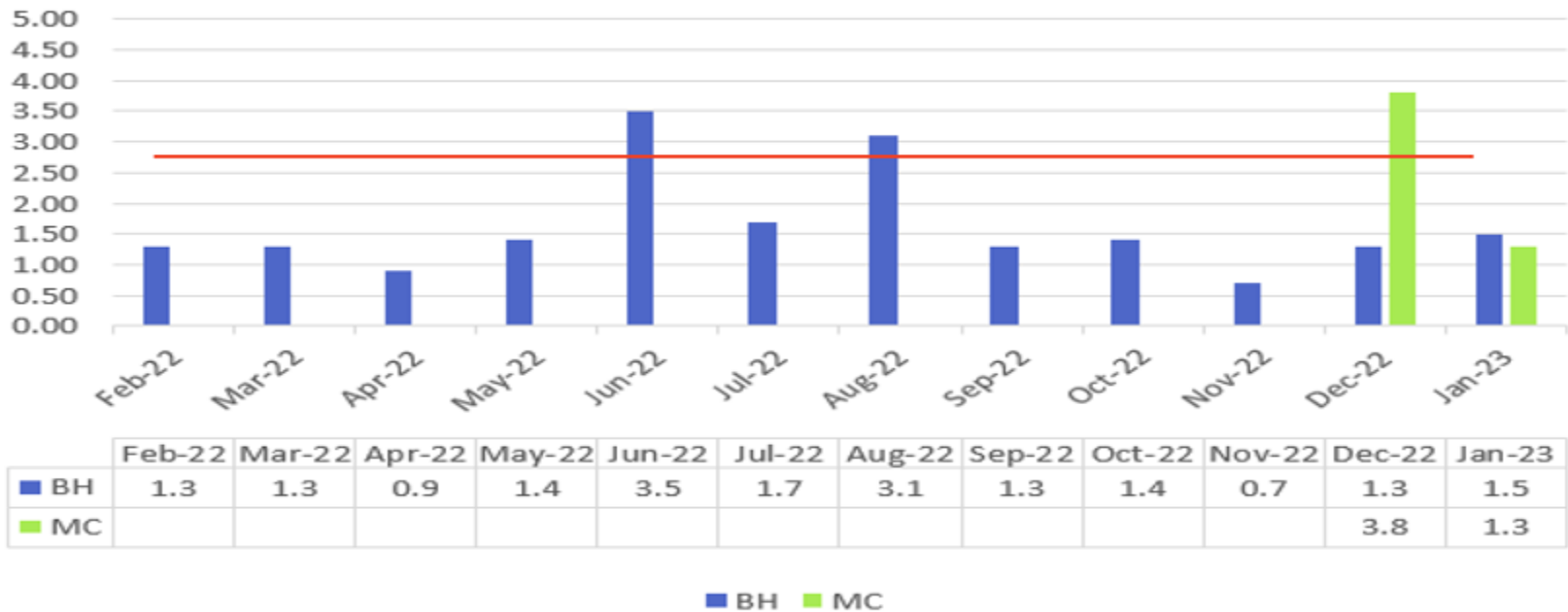
Current Cycle Inspection(s)			
Date	Inspection Type	% Deficient	Recurring Deficiencies
3/28/2022	Routine	0.62	0

Lab General

Quality Metric Corrected Reports Target<2.7/10,000 tests/month	Sample size (tests)	Current performance	Previous month	Patient Impact	Corrective action and follow-up	Responsible
BC Lab Corrected reports	205,412	1.5 (0.015%)	1.3 (0.013%)	Corrected reports can lead to adverse patient outcomes	None needed benchmark met	Laboratory administration
MCBH Corrected reports	23,943	1.3 (0.013%)	3.8		None needed benchmark met Ongoing daily review of corrections w/director	

Lab General

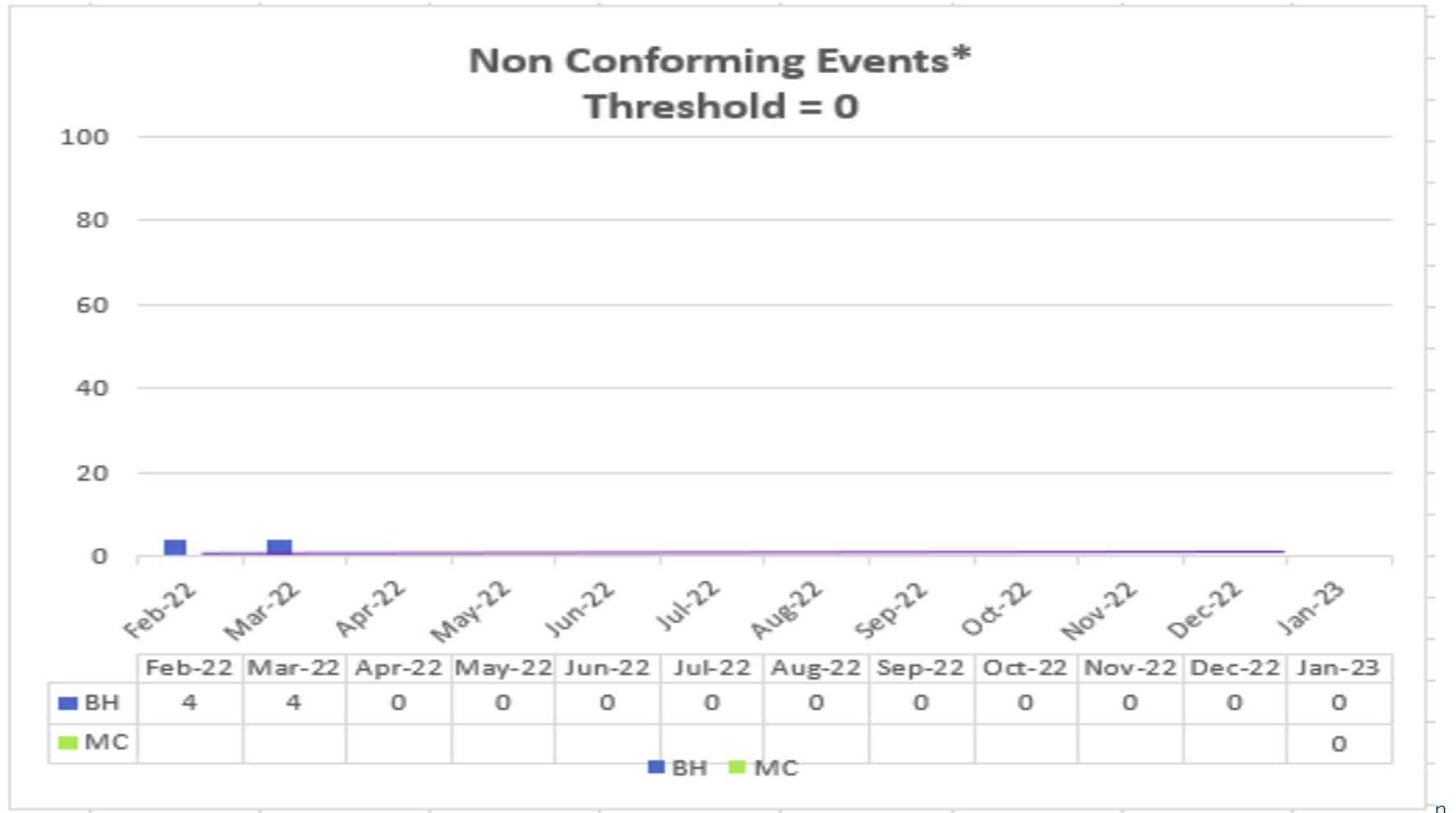
Corrected Reports
Benchmark 2.7 corrections/10,000 results.



June 2022 above threshold due to courier transport issue identified late which resulted in specimens needing recollection after verification of results.
 August 2022 above threshold due to electrode ISE malfunction requiring patients to be re-run with 38 corrected results.

Quality Metric	Target	Sample size	Current performance	Previous month	Patient Impact	Corrective action and 593 follow-up	Responsible Staff
Nonconforming events BC	0	205,412 Tests	0	0	None	None needed	Lab administration and management
MC	0	23,943	0	0			

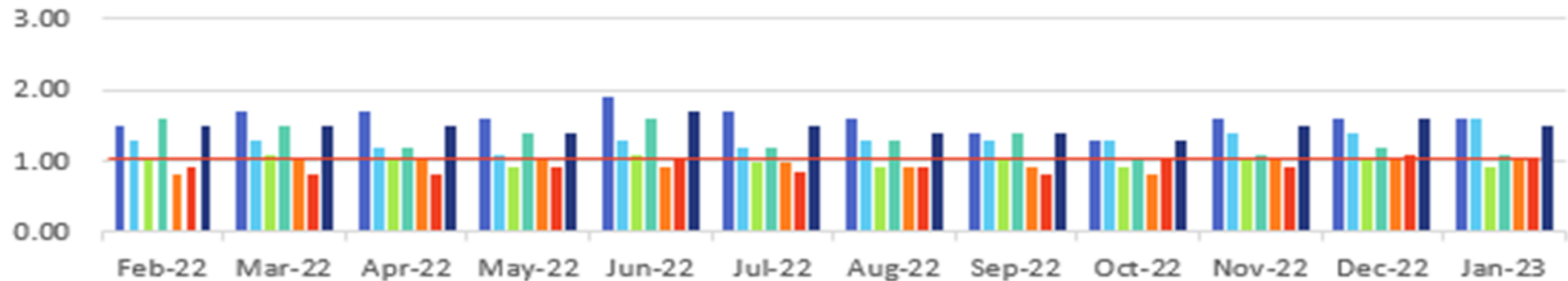
Lab General



* Definition of Non Conforming events for this Quality Measure includes irreplaceable samples only.

Lab General

% Rejected Specimens
 <3.5%* Literature Benchmark
 1.1% YNHHS Benchmark.

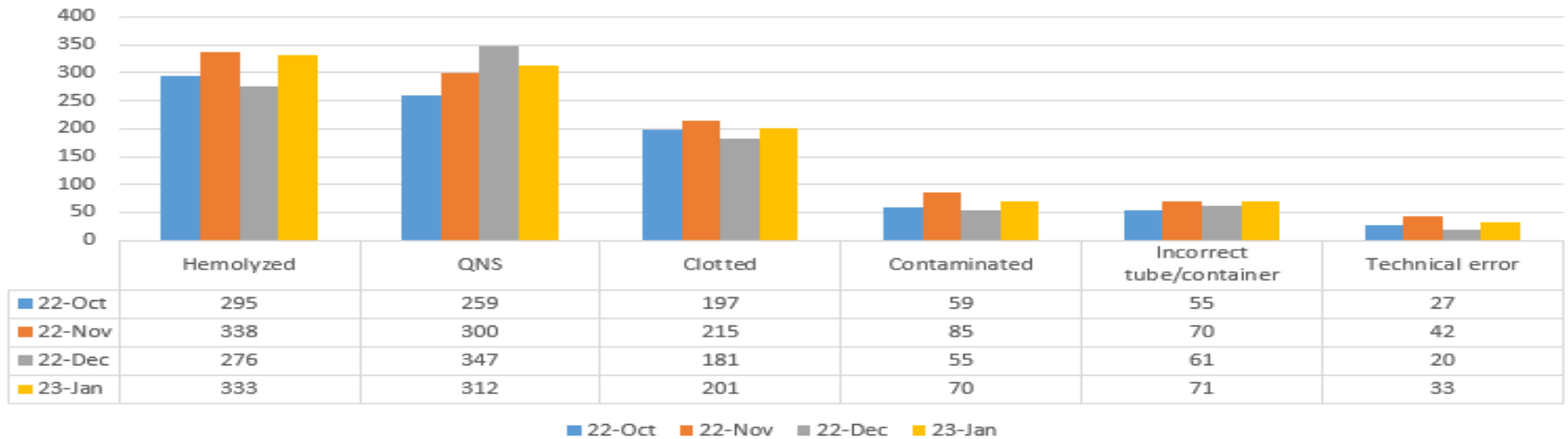


	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23
BH	1.5	1.7	1.7	1.6	1.9	1.7	1.6	1.4	1.3	1.6	1.6	1.6
GH	1.3	1.3	1.2	1.1	1.3	1.2	1.3	1.3	1.3	1.4	1.4	1.6
LMH	1	1.1	1	0.9	1.1	0.99	0.9	1	0.9	1	1	0.9
MC	1.6	1.5	1.2	1.4	1.6	1.2	1.3	1.4	1	1.1	1.2	1.1
SRC	0.8	1	1	1	0.9	0.98	0.9	0.9	0.8	1	1	1
WH	0.9	0.8	0.8	0.9	1	0.85	0.9	0.8	1	0.9	1.1	1
YH	1.5	1.5	1.5	1.4	1.7	1.5	1.4	1.4	1.3	1.5	1.6	1.5

■ BH ■ GH ■ LMH ■ MC ■ SRC ■ WH ■ YH

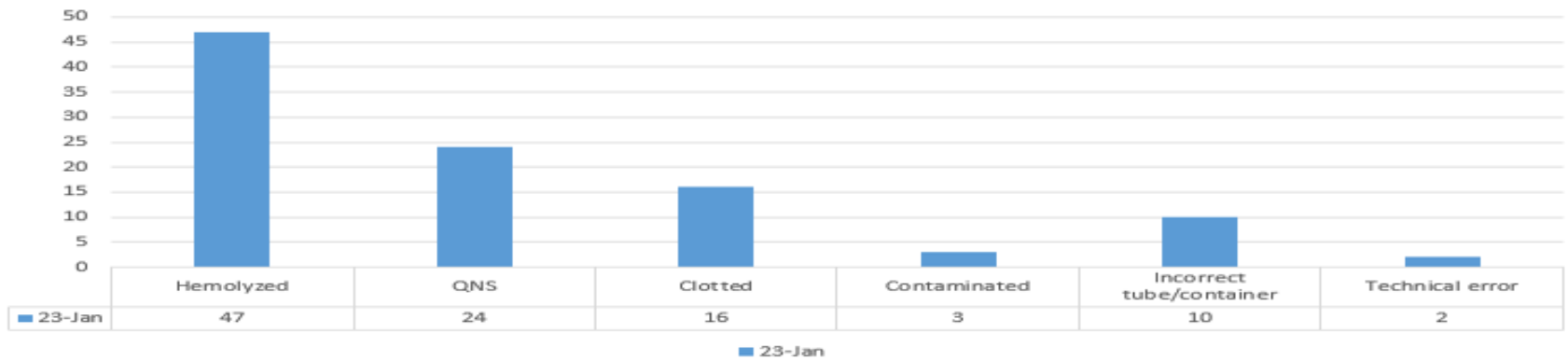
Lab General

Rejected Specimens by Classification (all BH collection locations)

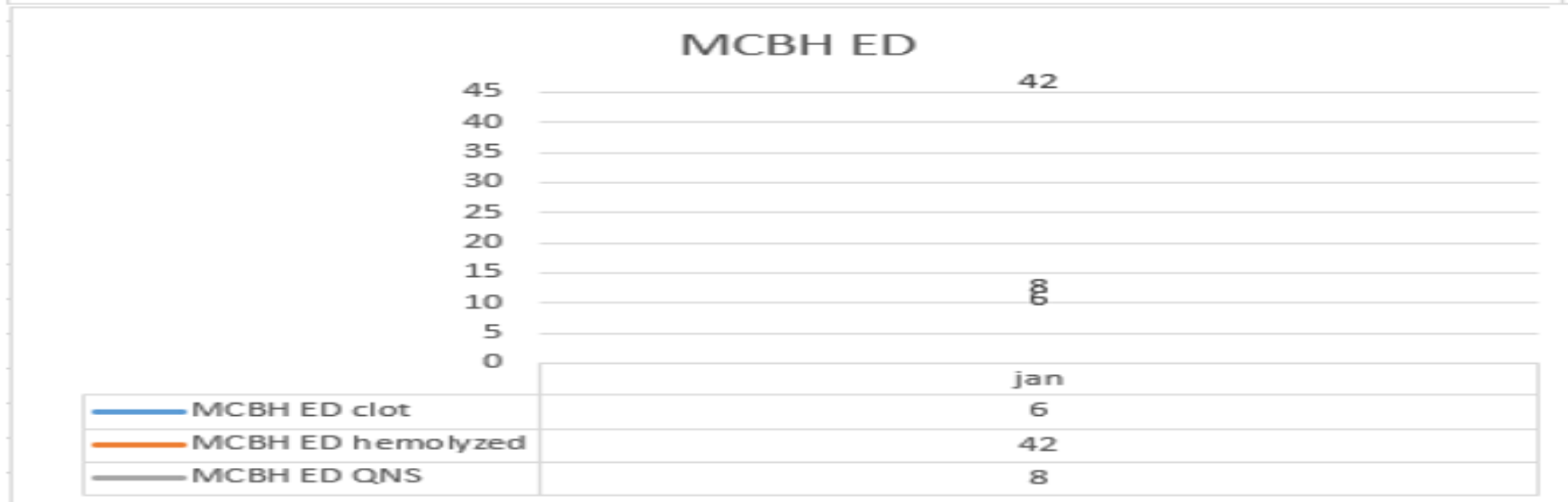
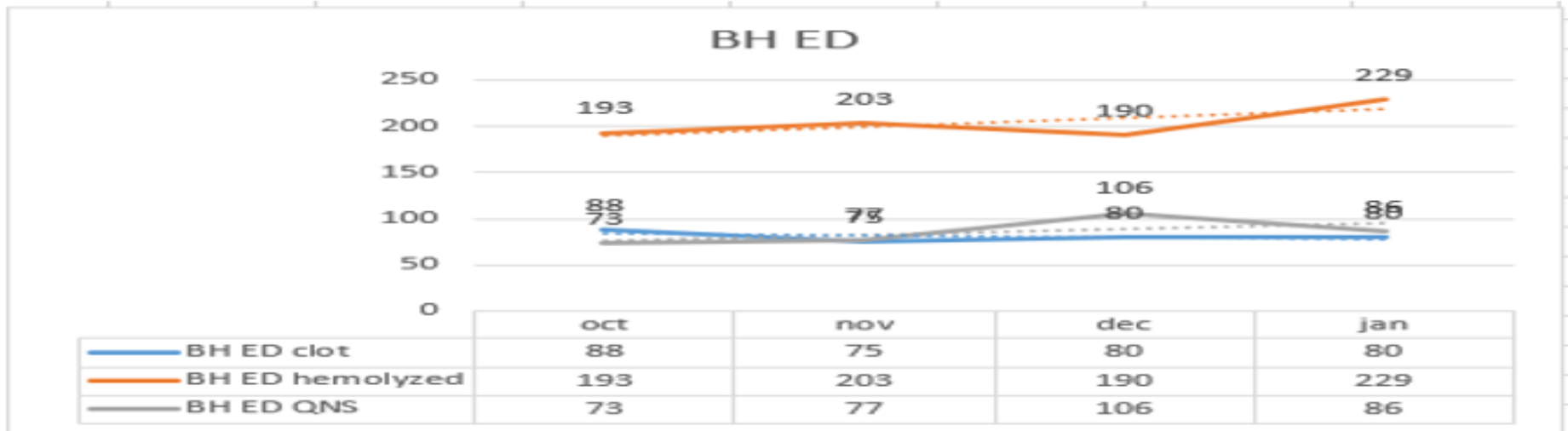


*Most of the technical error cancellations were by our Outreach & Central Processing staff

Rejected Specimens by Classification (all MCBH collection locations)



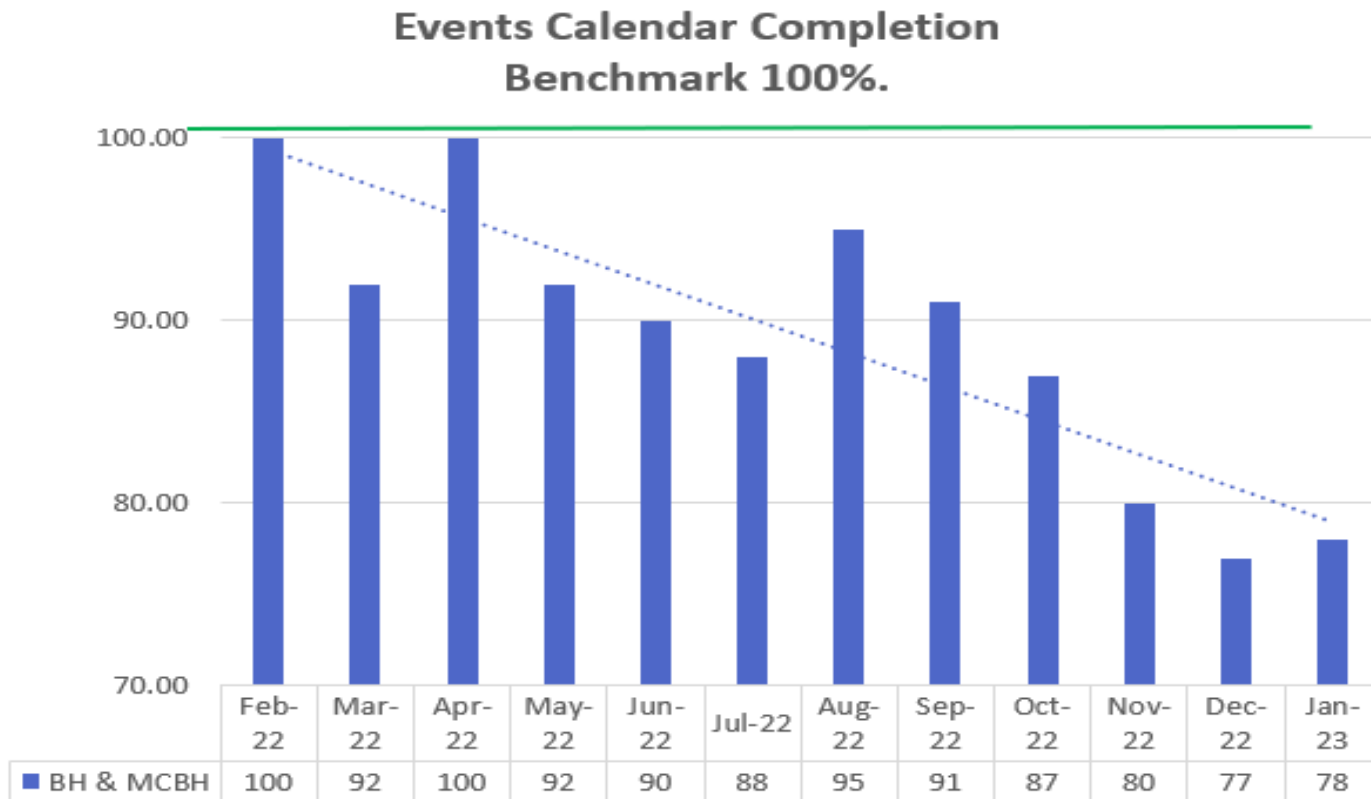
Lab General



Lab General

BH & MCBH Events Calendar Completion 78%
Benchmark 100%
22/28 Events completed

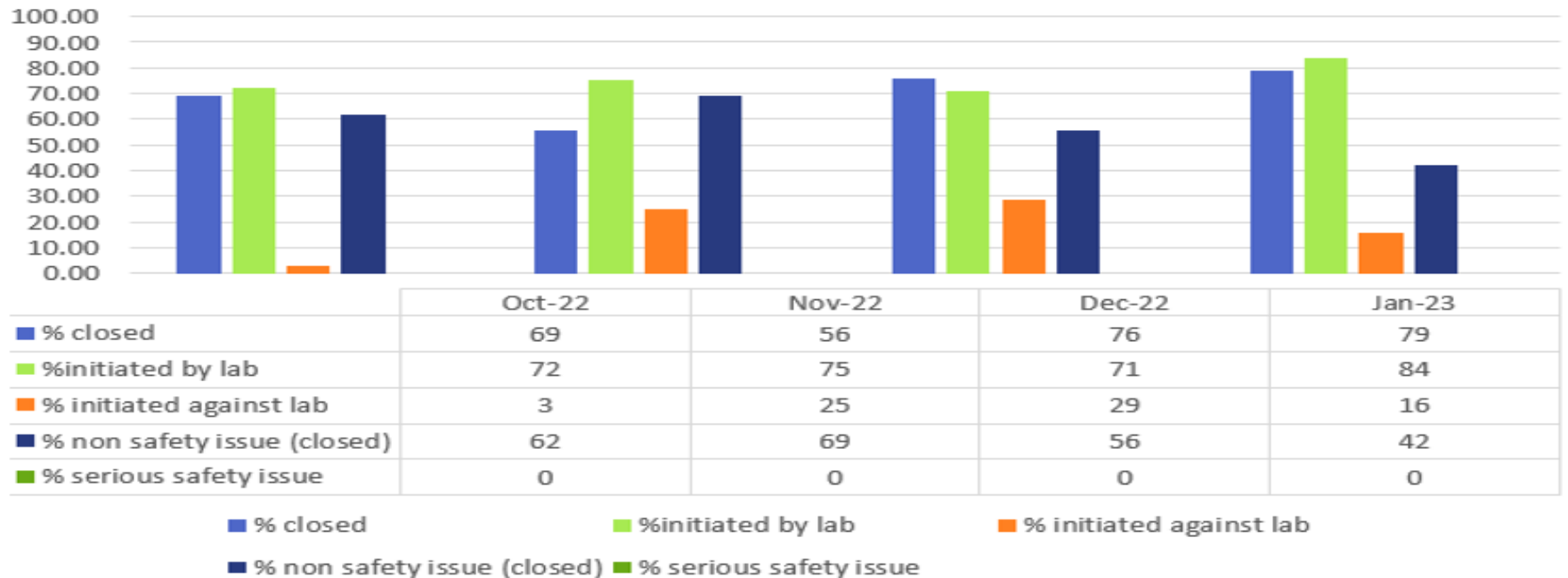
January 2023



Lab General

BH RL SOLUTIONS MONITOR

RL solution drill down

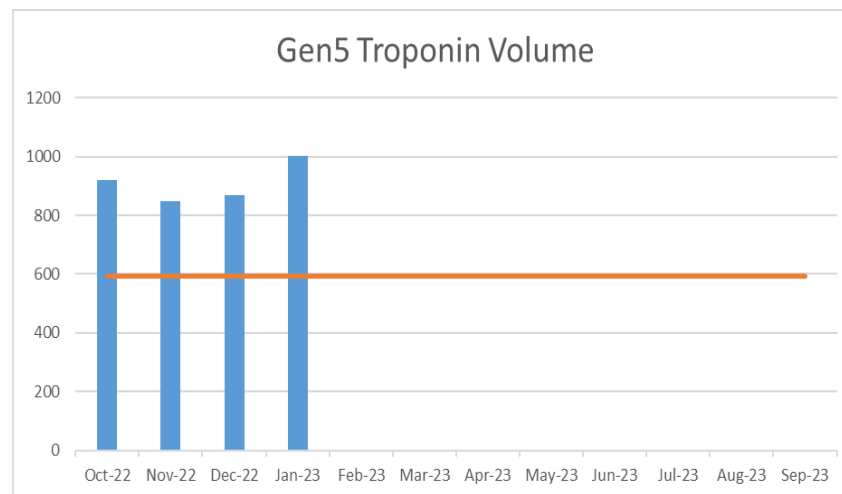
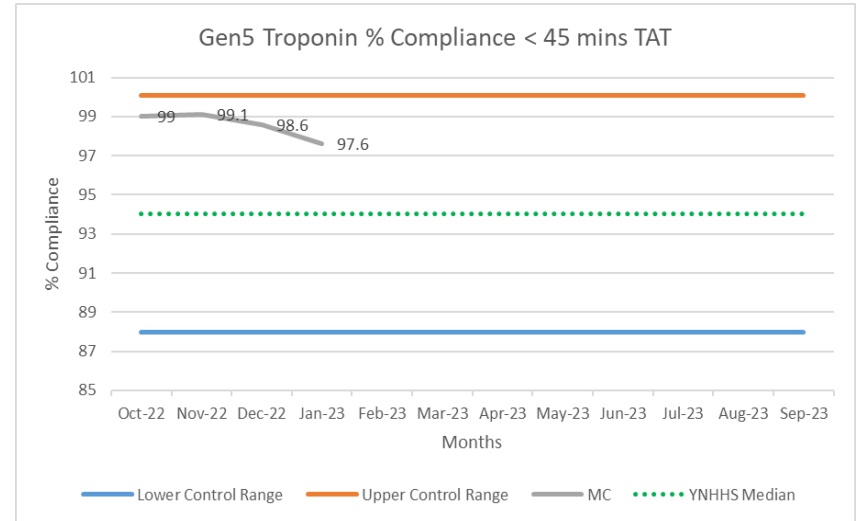
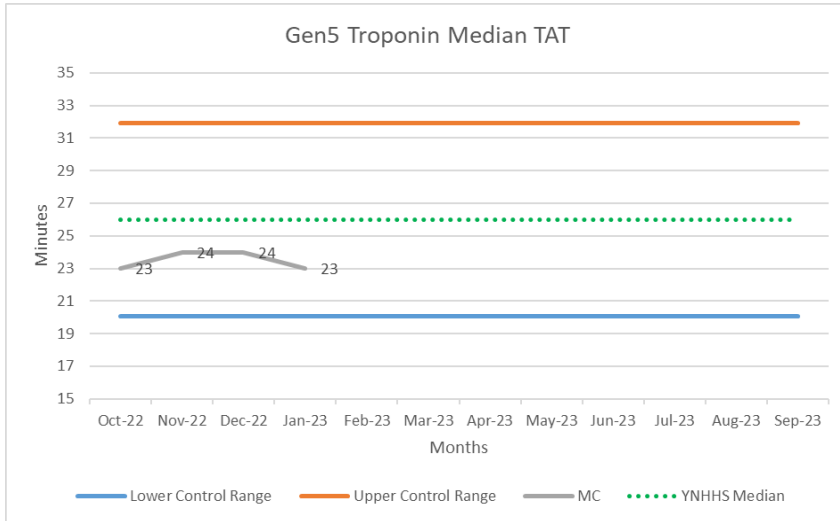


14/19 events 14 closed, 2 new, 3 in progress

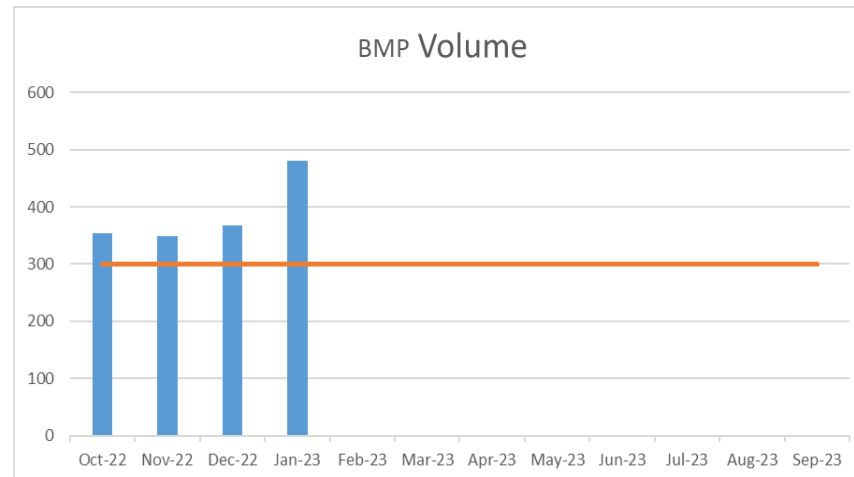
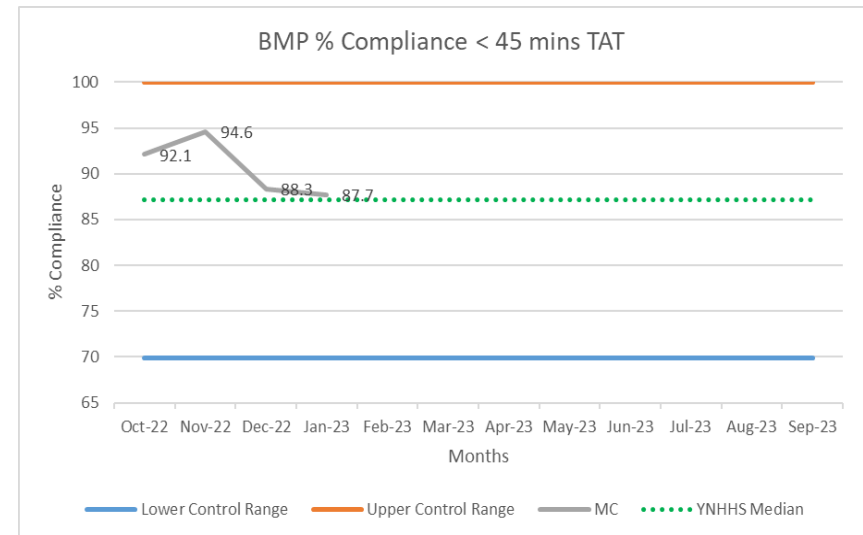
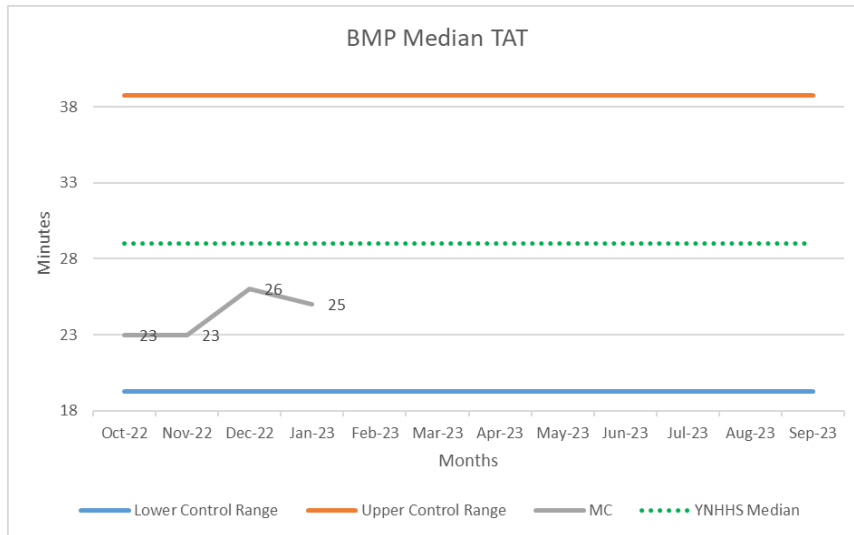
16 lab initiated

0 Serious Safety Events, rest barrier catches not reaching patients

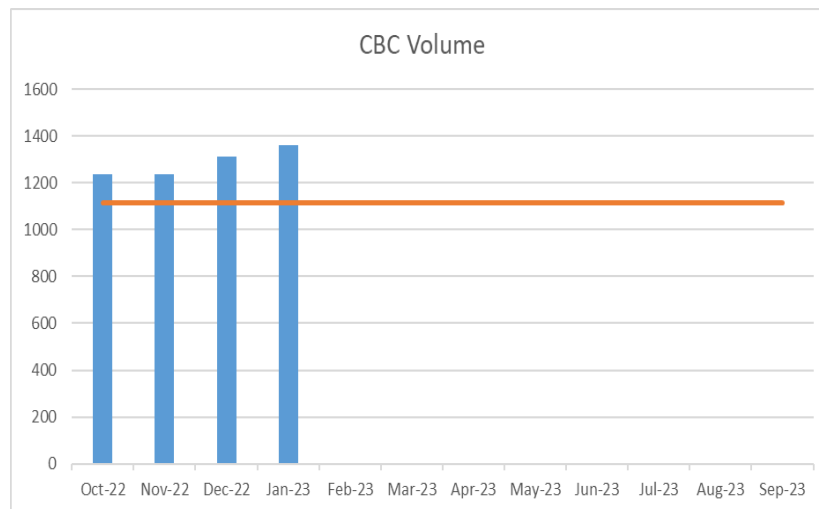
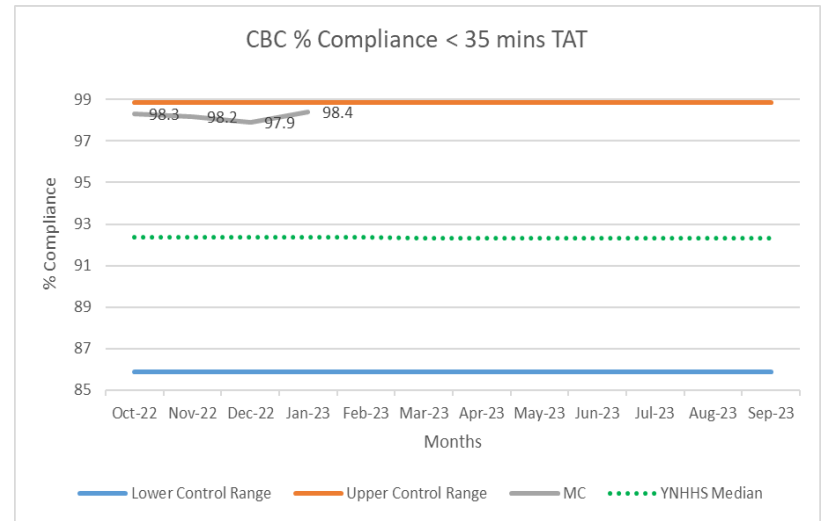
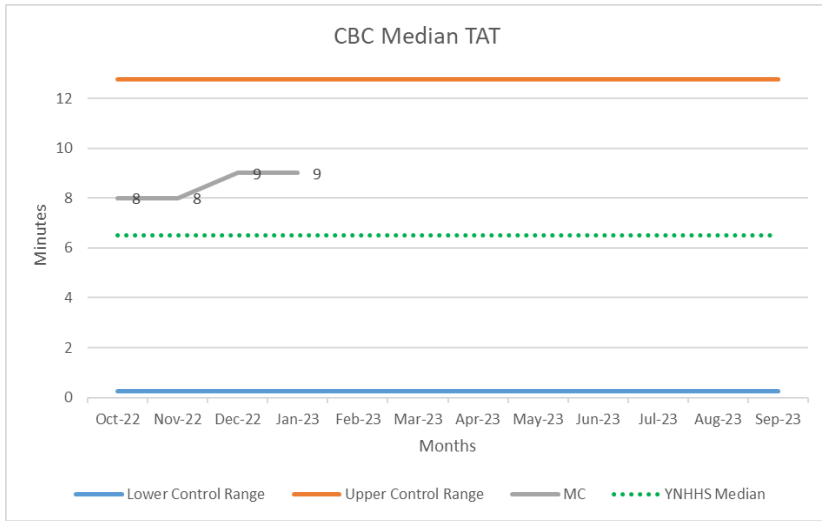
Milford Campus – Gen 5 Troponin TAT



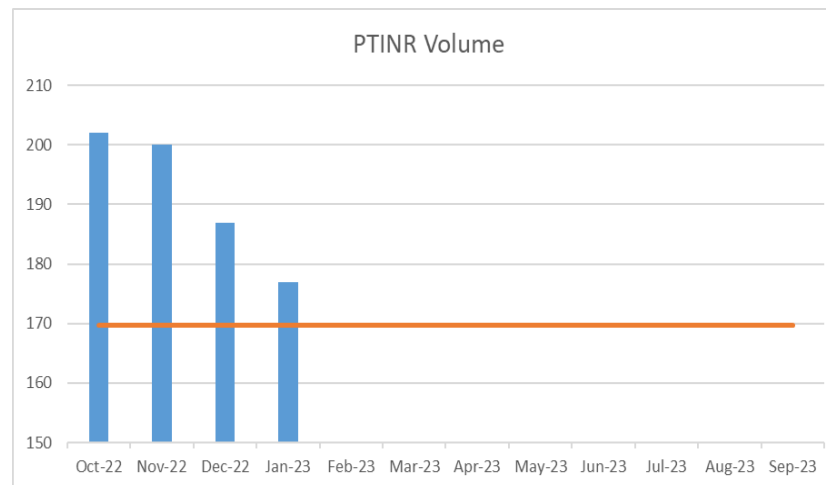
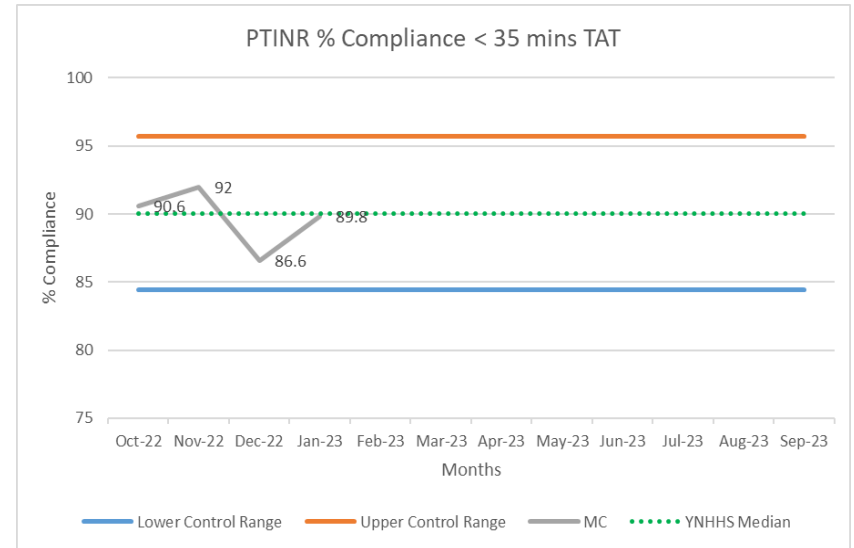
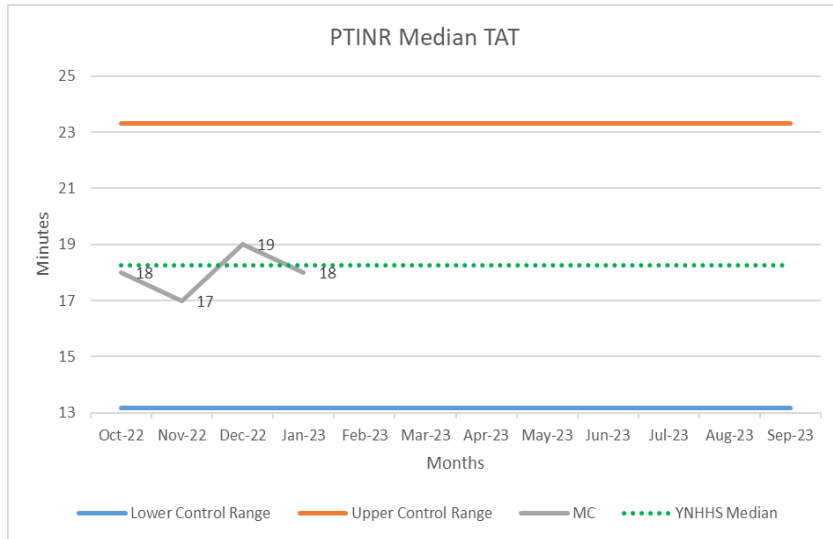
Milford Campus – Basic Metabolic Panel (BMP) ED TAT



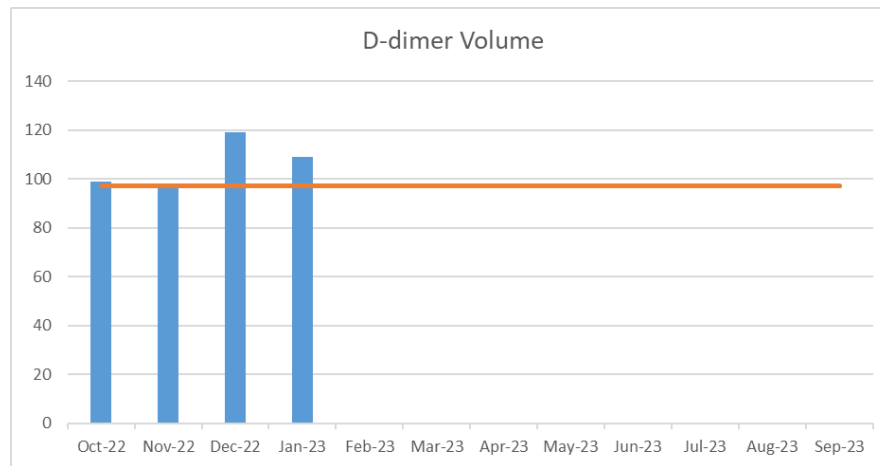
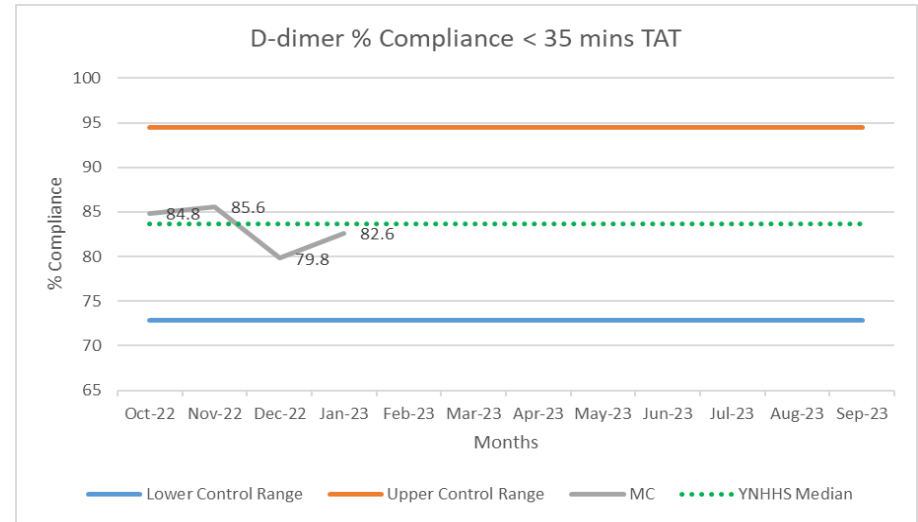
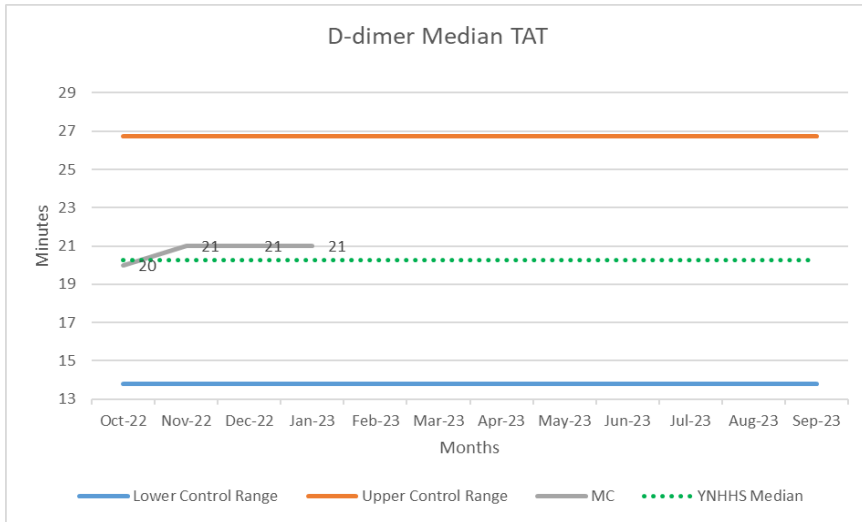
Milford Campus – Complete Blood Count (CBC) ED TAT



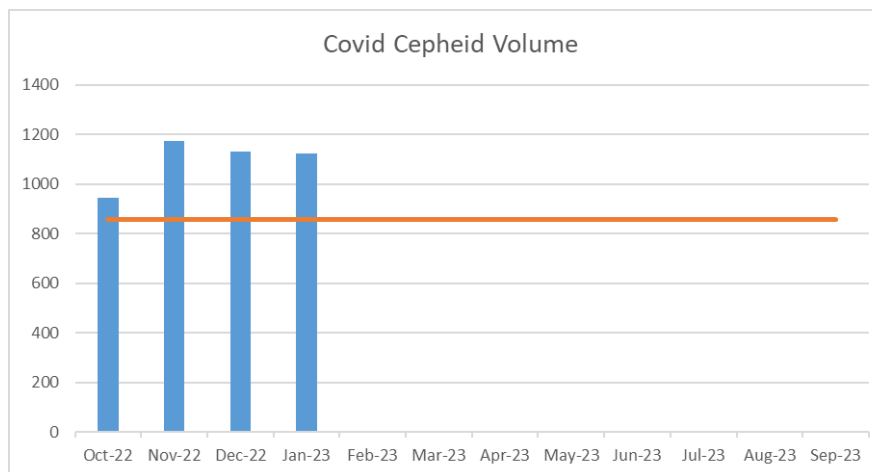
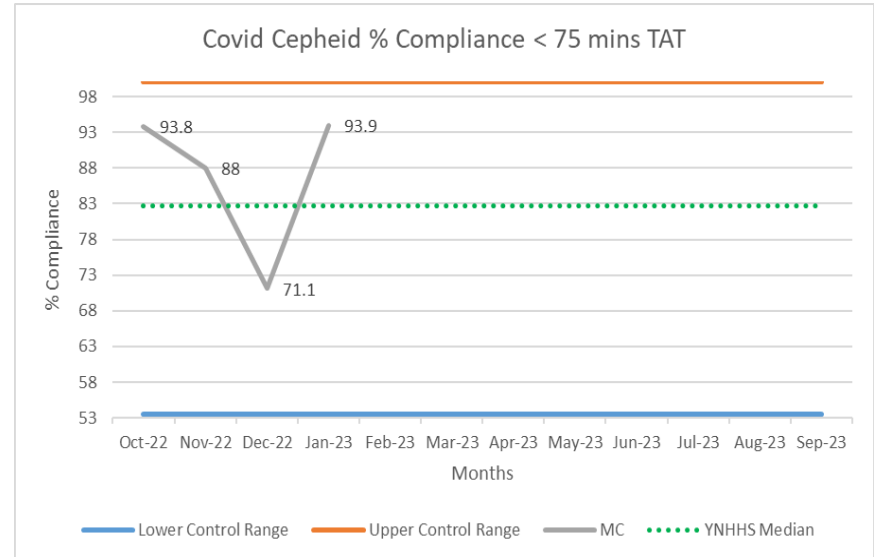
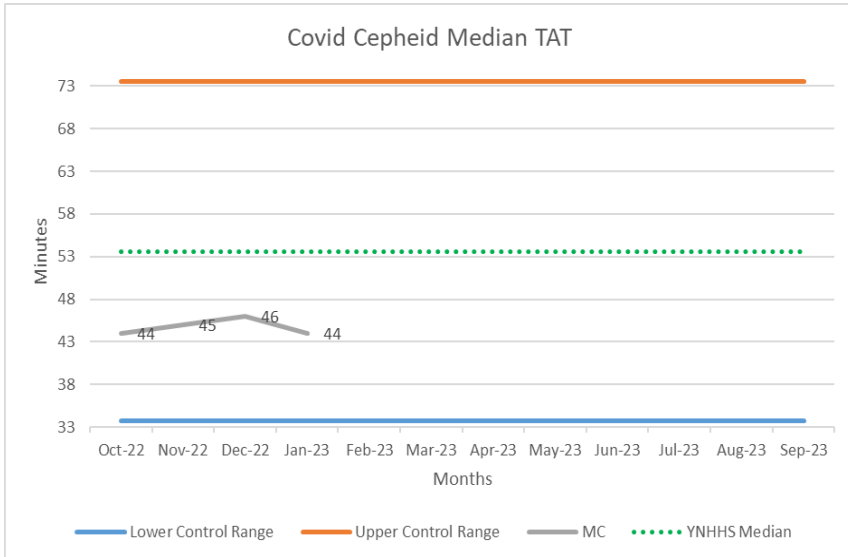
Milford Campus – PTINR ED TAT



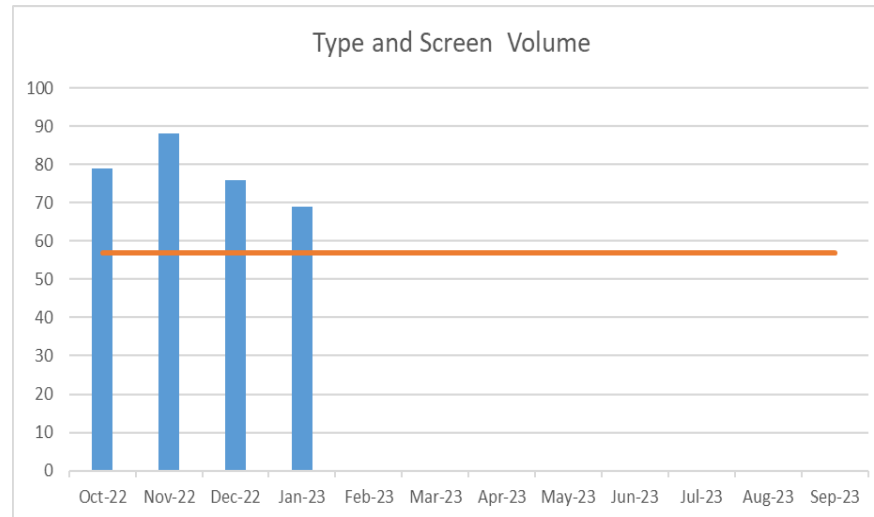
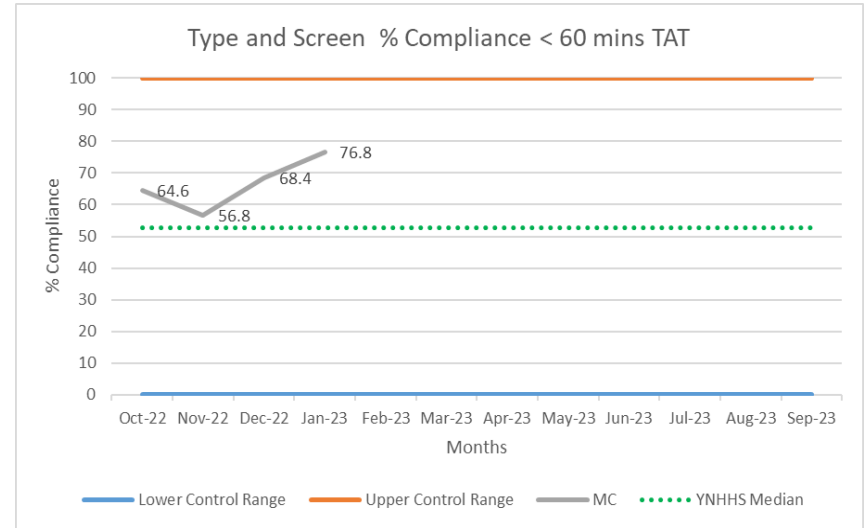
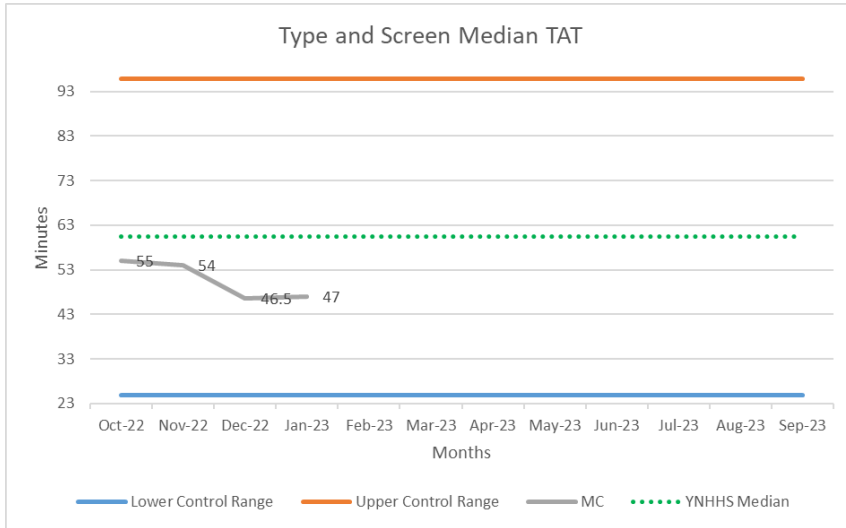
Milford Campus – D-dimer ED TAT



Milford Campus – COVID Cepheid PCR ED TAT



Milford Campus – Type and Screen ED TAT



Milford Campus RBC

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	109	96	94	73	\$67,663.70
Wasted	0	0	0	0	\$0.00
Total	109	96	94	73	\$67,663.70

Milford Campus Cryo

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	1	1	0	1	\$663.00
Wasted	1	0	0	0	\$331.50
Total	2	1	0	1	\$994.50

Milford Campus FFP

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	4	4	6	0	\$151.20
Wasted	0	0	0	2	\$0.00
Total	4	4	6	2	\$151.20

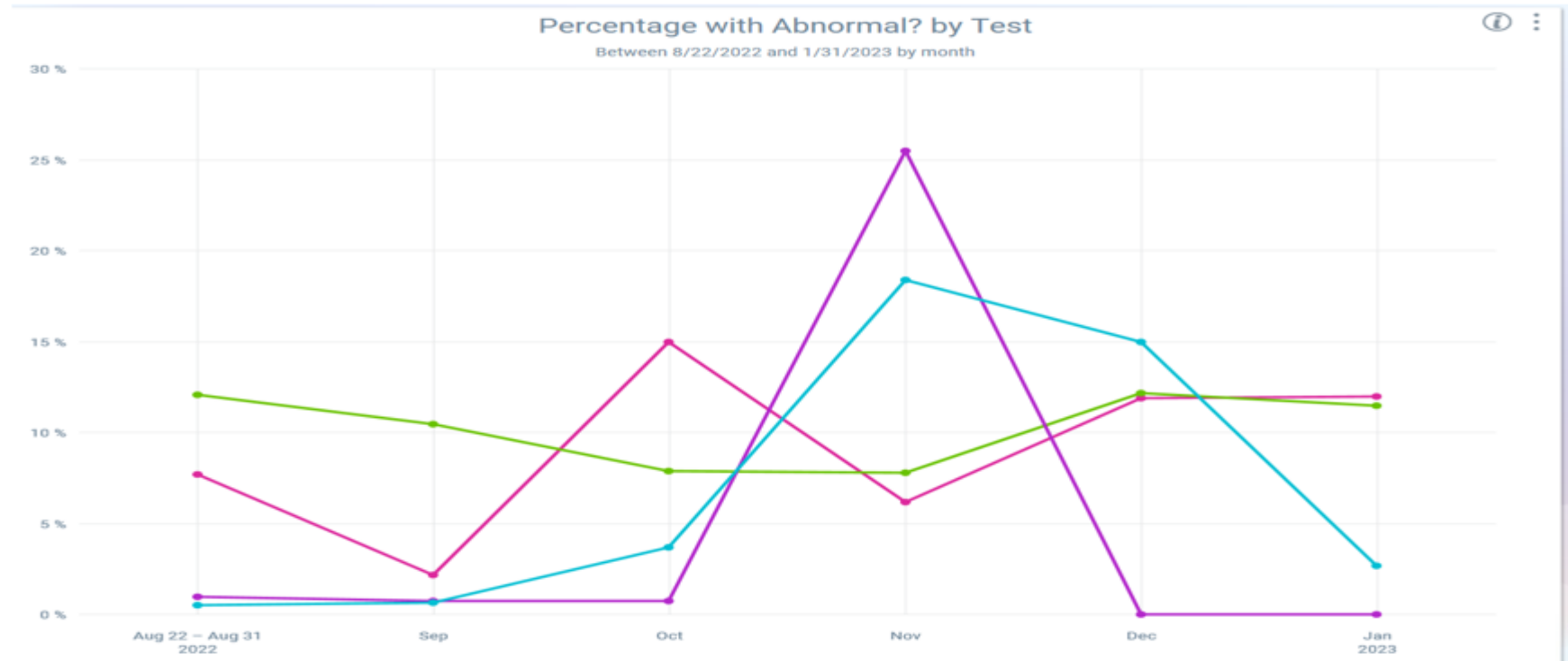
Milford Campus Platelet Discarded

	Oct	Nov	Dec	Jan	Total Amount
Transfusion	3	8	6	3	\$11,441.00
Discarded	11	7	9	17	\$18,171.00
Total	14	15	15	20	\$29,612.00
% Discarded	78.57%	46.67%	60.00%	80%	
Discarded/Day	0.3548	0.2258	0.2903	0.566666667	\$586.16

Milford Campus Molecular Dashboard

Milford Molecular Dashboard

January 2023



- Group A Strep PCR
- SARS CoV-2 (COVID-19) RNA
- Influenza A/B RNA, NAAT
- Influenza/RSV by RT-PCR

Date	Tests	% Positivity	Derived Baseline	Environment Monitoring	Physician Feedback	Epidemiological Trends	Evaluation Notes	Corrective Action (if needed)
23-Jan	SARS-CoV-2	11.5	0-22%	Negative	None	None	None	None
23-Jan	Group A Strep	12	0-19%	Negative	None	None	None	None
23-Jan	Flu A/B	0	0-7%	Negative	None	None	None	None
23-Jan	Flu/RSV	2.7	0-14%	Negative	None	None	None	None

CRSQ Report Out

Committee of Regulatory, Safety, & Quality

January 2023

Bridgeport Hospital

Department of Laboratory Medicine

Teodorico Lee MPH, Christine Minerowicz M.D., Edward Snyder M.D.,
Laura Buhlmann M.S., Melissa Morales B.A.

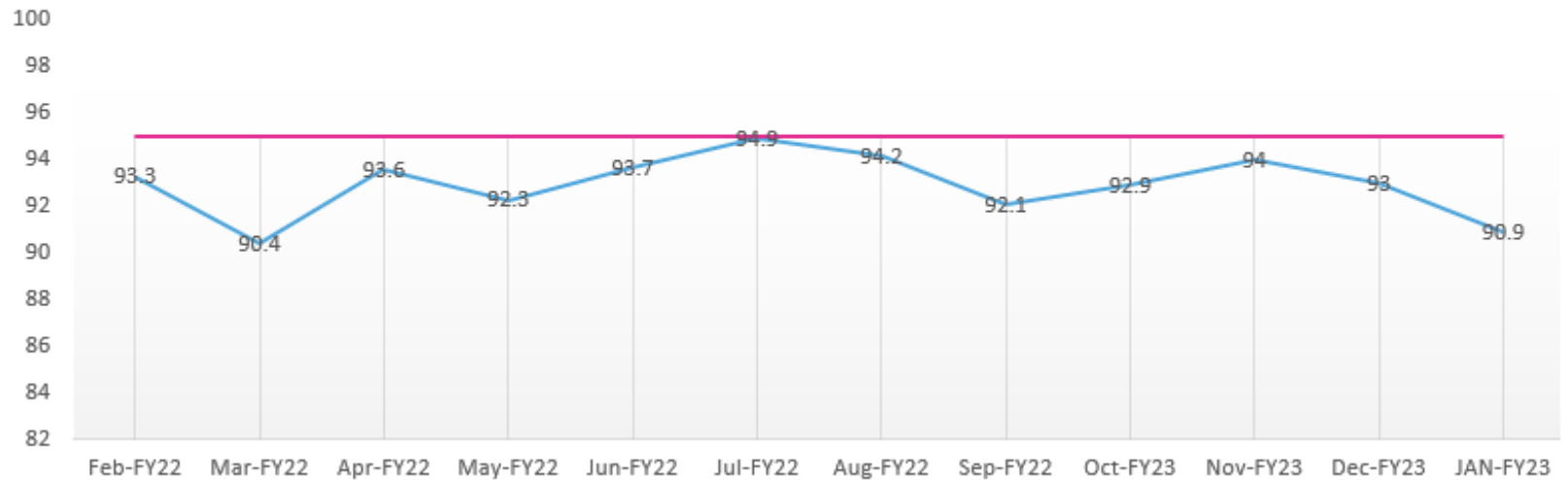
SMART Aim <i>Specific-Measurable-Actionable-Relevant-Timely</i>	<p>Increase the critical result notification compliance with our 30-minute goal to 95% at Bridgeport Hospital The 30-minute time period is from the moment the critical value is final verified to the moment the communication log in Epic is completed.</p> <ul style="list-style-type: none"> We are currently at 90.9% compliance as a department.
Key drivers <i>measurable processes impacting the outcome</i>	<p>Decrease the time from result verification to communication log completion.</p> <ul style="list-style-type: none"> Increase performance of correct workflow (verify result first and then notify provider). Timely communication of outpatient critical values
Interventions <i>actions/changes necessary to impact key drivers</i>	<p>Standardize critical call list workflow</p> <ul style="list-style-type: none"> Provided re-education and tips and tricks for the correct workflow. Identified a process to streamline outpatient critical calls (work with specific practices with known notification issues).
Results* <i>accomplishments, modifications, barriers</i>	<p>Accomplishments</p> <ul style="list-style-type: none"> July 2022 had a 94.9% compliance (highest in the 12 month period of Feb 2022-Jan 2023). Department of Laboratory Medicine averages approximately 1900 critical calls per month.

Note: There is an additional system project to standardize critical result notification workflow.

- Will allow reports and metrics to be standardized as well

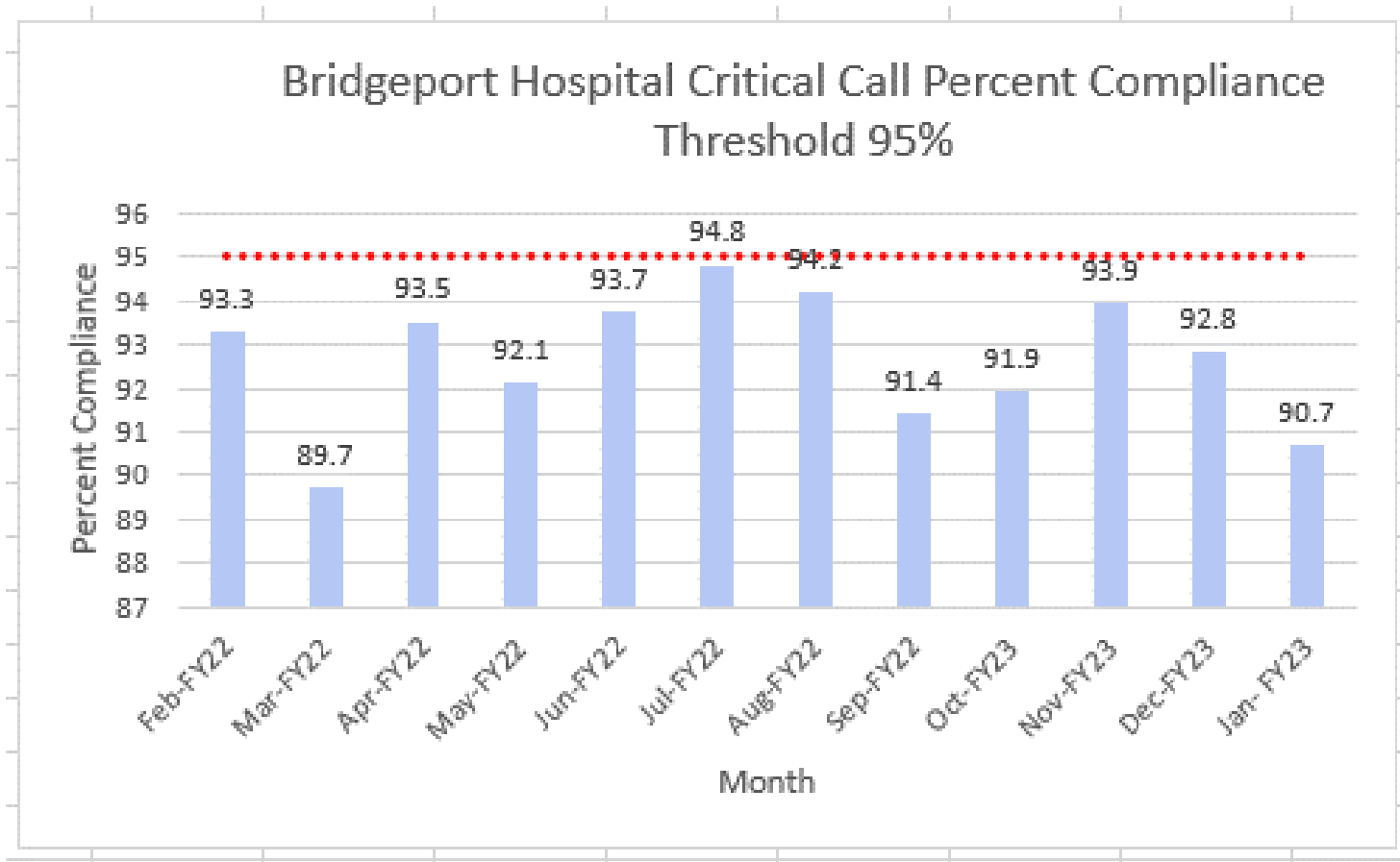
Bridgeport Hospital Department of Laboratory Medicine Critical Call Percent Compliance 91.4% (cumulatively) 2/1/2022-1/31/2023

Department of Laboratory Medicine Combined Critical Call Compliance Threshold
95%



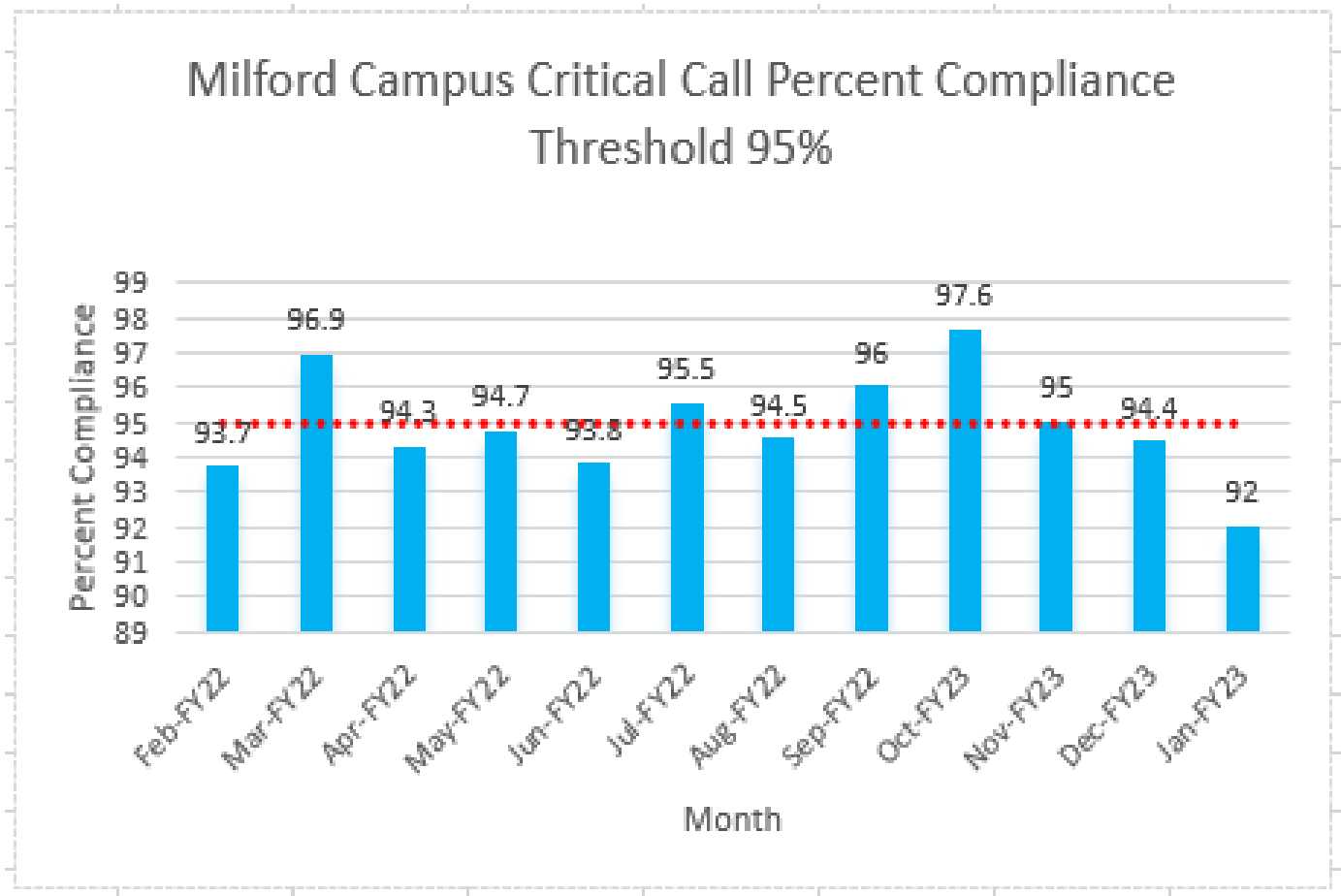
Bridgeport Campus Critical Call Percent Compliance 91.3%

2/1/2022-1/31/2023



Milford Campus Critical Call Percent Compliance 92.4%

2/1/2022-1/31/2023



CRSQ Report Out

Committee of Regulatory, Safety, & Quality

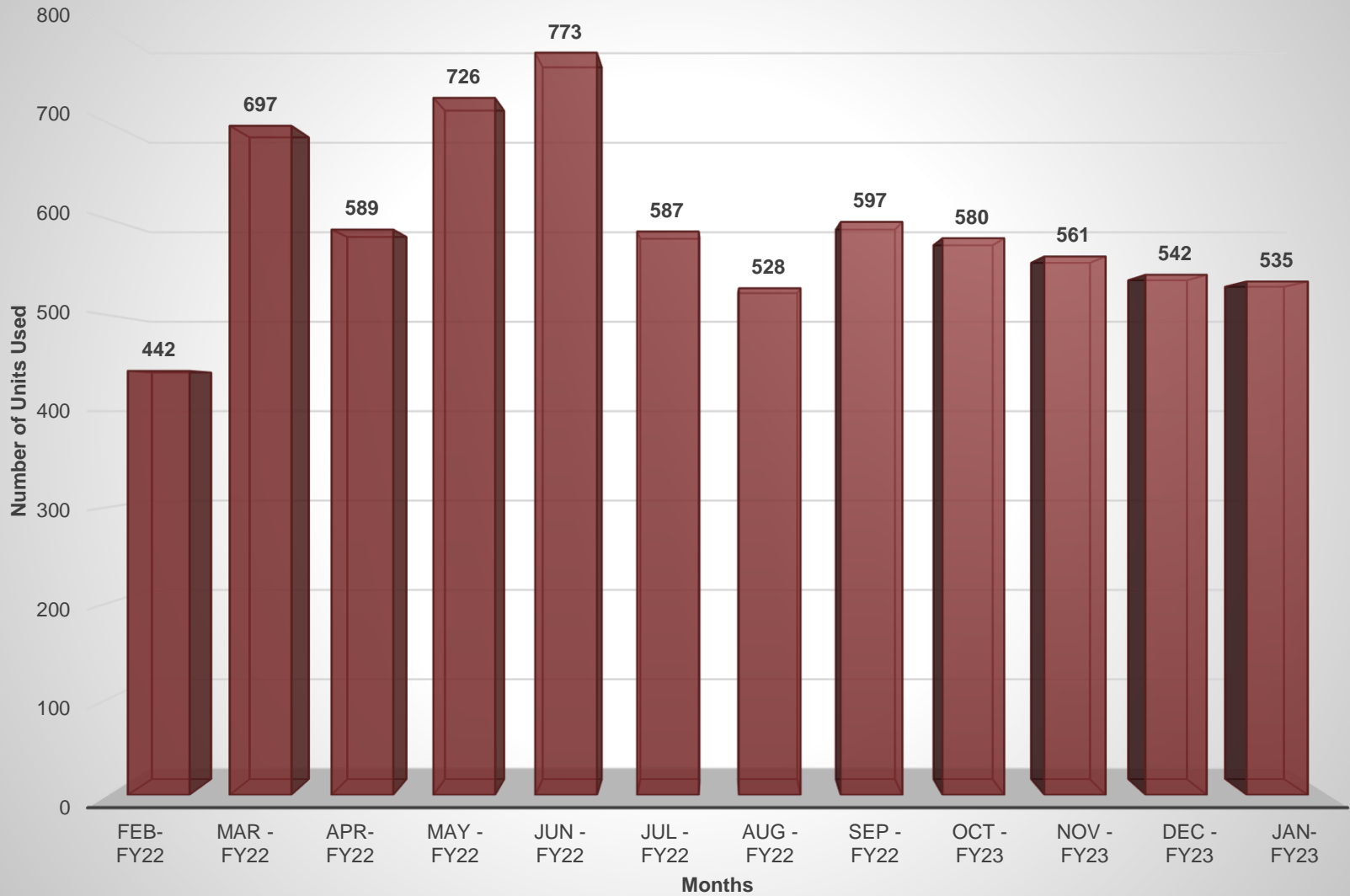
2/22/2023

Bridgeport Hospital

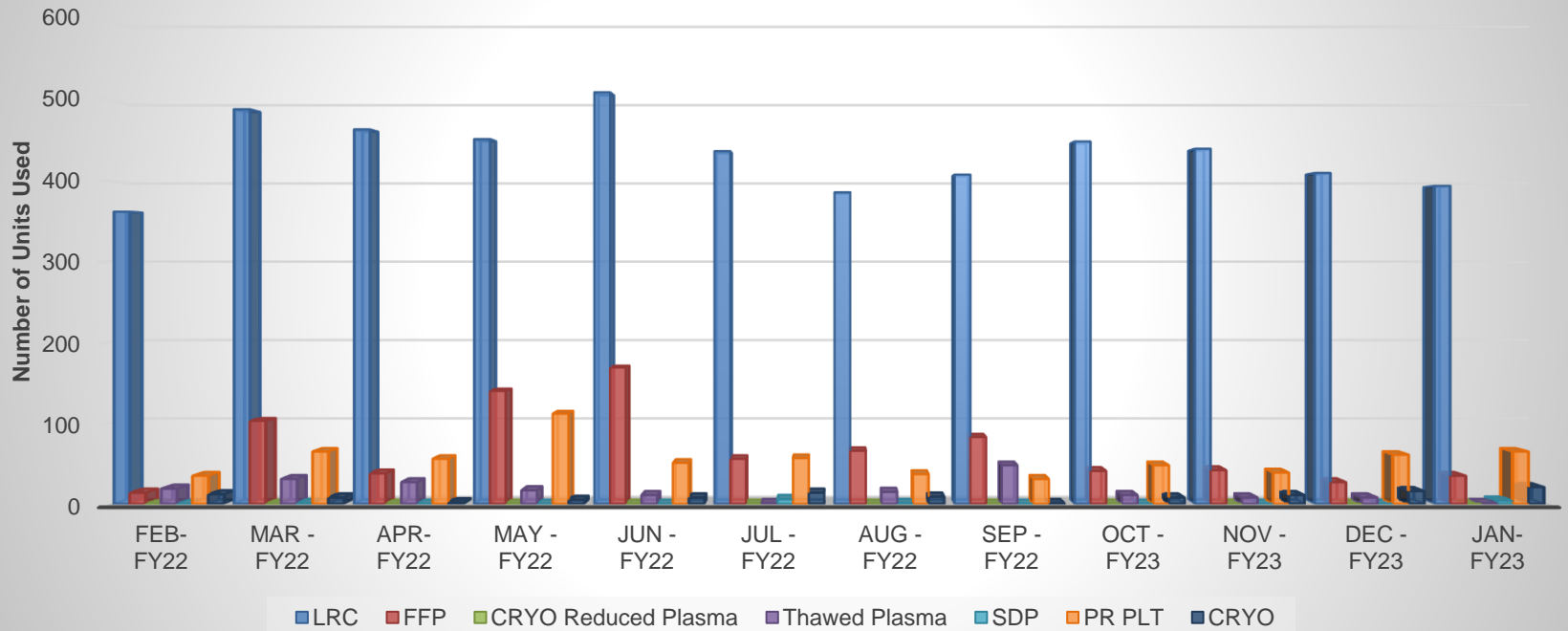
Laboratory Blood Bank

Edward Snyder MD, Christine Minerowicz MD, Lisa Krause, Melissa Morales, Teodorico Lee, Laura Buhlmann

Total Products Transfused - BH



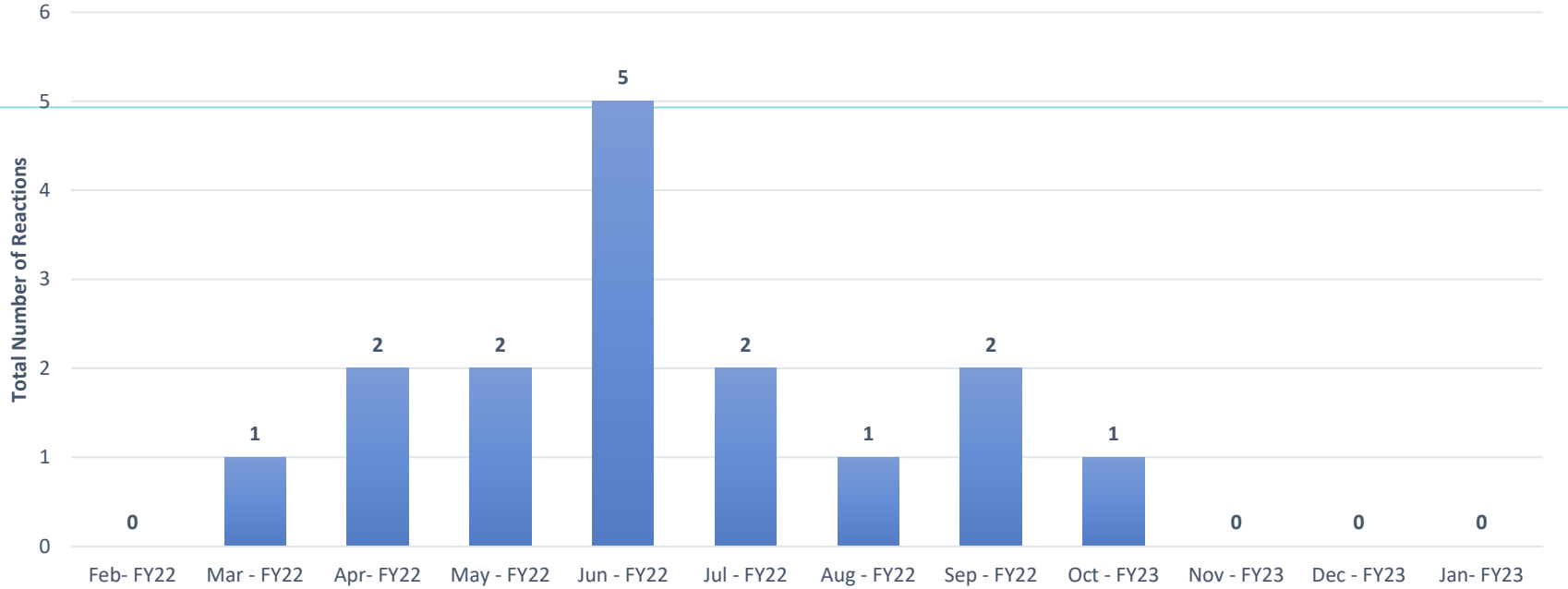
Transfused Blood Products By Component - BH



PI.01.01.01 EP6

	LRC	FFP	CRYO Reduced Plasma	Thawed Plasma	SDP	PR PLT	CRYO
Feb- FY22	362	14	0	19	0	35	12
Mar - FY22	489	103	0	31	1	65	8
Apr- FY22	464	38	0	27	0	56	2
May - FY22	452	140	0	17	0	112	5
Jun - FY22	510	169	0	11	0	51	8
Jul - FY22	437	56	0	1	6	57	14
Aug - FY22	386	66	0	15	1	37	9
Sep - FY22	408	83	0	48	0	31	1
Oct - FY23	449	41	0	11	0	48	8
Nov - FY23	440	42	0	8	0	39	11
Dec - FY23	410	27	0	8	0	61	16
Jan- FY23	394	35	0	1	4	65	21

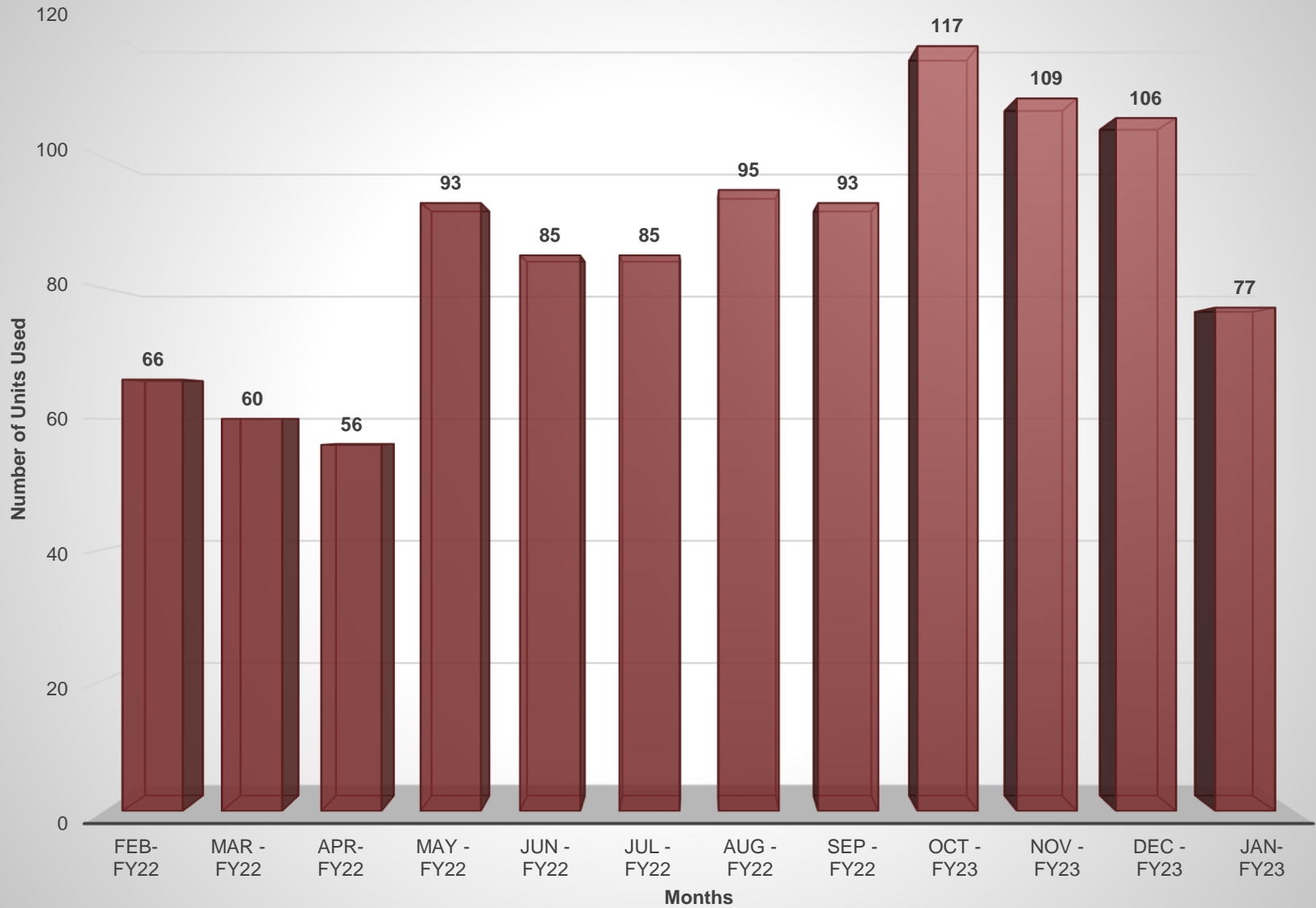
Total Transfusion Reaction - BH



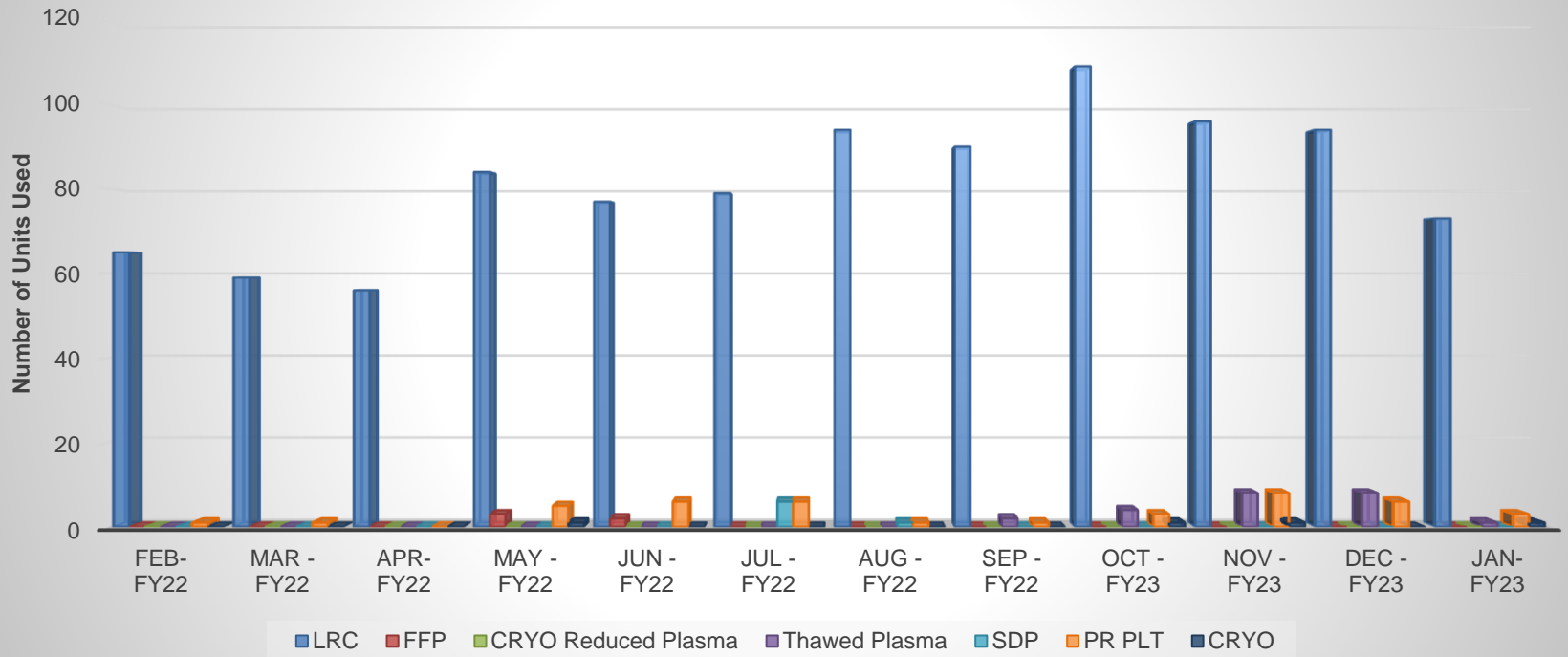
	Allergic	Febrile	Anaphylactic	Taco	Trali	Hemolytic	Other	Total
Feb- FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Mar - FY22	0.00 (1)	0.14	0.00	0.00	0.00	0.00	0.00	1
Apr- FY22	0.00 (2)	0.33	0.00	0.00	0.00	0.00	0.00	2
May - FY22	(1) 0.13	0.00	0.00	0.00	0.00	0.00	(1) 0.13	2
Jun - FY22	(2) 0.22	(3) 0.33	0.00	0.00	0.00	0.00	0.00	5
Jul - FY22	(1) 0.2	(1) 0.2	0.00	0.00	0.00	0.00	0.00	2
Aug - FY22	(1) .19	0.00	0.00	0.00	0.00	0.00	0.00	1
Sep - FY22	0.00 (1)	.17	0.00	0.00	0.00	0.00	(1) .17	2
Oct - FY23	(1) .17	0.00	0.00	0.00	0.00	0.00	0.00	1
Nov - FY23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Dec - FY23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0
Jan- FY23	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0

PI.01.01.01 EP7

Total Products Transfused - MC



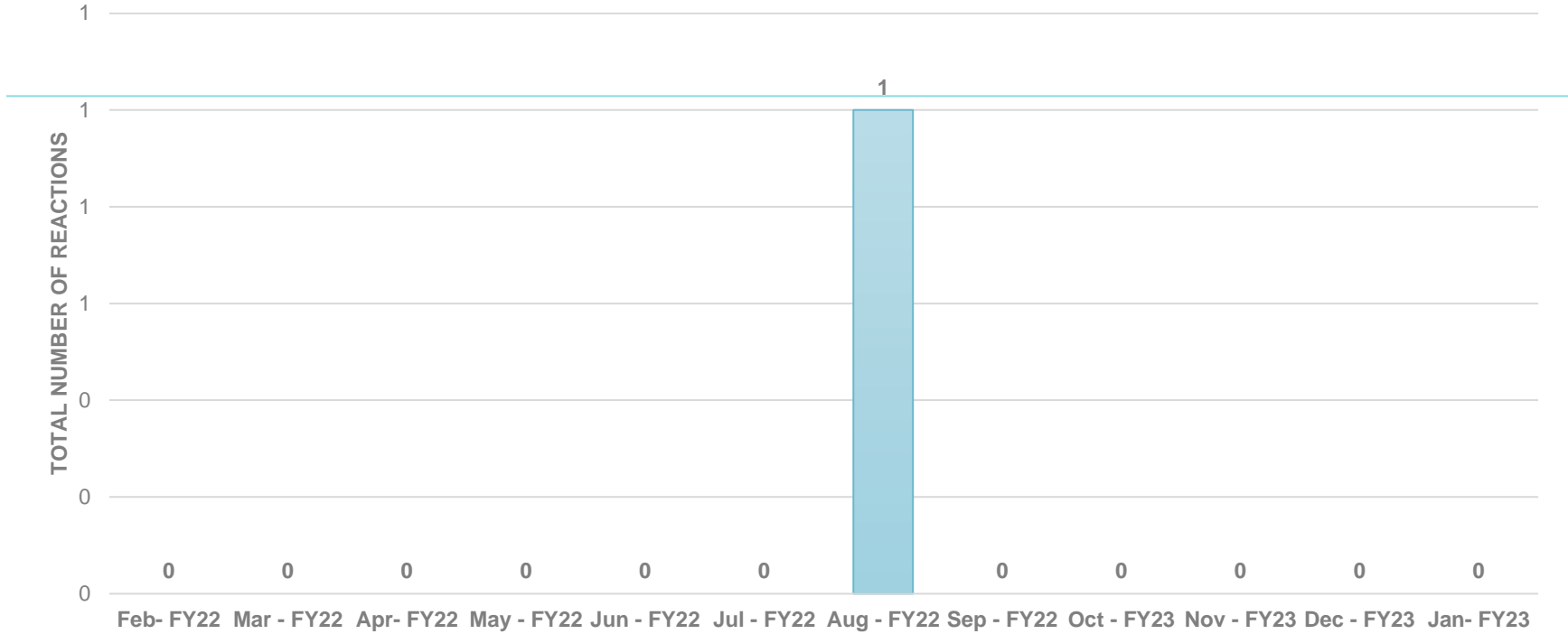
Trasfused Blood Products By Component - MC



	LRC	FFP	CRYO Reduced Plasma	Thawed Plasma	SDP	PR PLT	CRYO
Feb - FY22	65	0	0	0	0	1	0
Mar - FY22	59	0	0	0	0	1	0
Apr - FY22	56	0	0	0	0	0	0
May - FY22	84	3	0	0	0	5	1
Jun - FY22	77	2	0	0	0	6	0
Jul - FY22	79	0	0	0	6	6	0
Aug - FY22	94	0	0	0	1	1	0
Sep - FY22	90	0	0	2	0	1	0
Oct - FY23	109	0	0	4	0	3	1
Nov - FY23	96	0	0	8	0	8	1
Dec - FY23	94	0	0	8	0	6	0
Jan - FY23	73	0	0	1	0	3	1

PI.01.01.01 EP6

Total Transfusion Reaction - MC



	Allergic	Febrile	Anaphylactic	Taco	Trali	Hemolytic	Other
Nov- FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Dec- FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Jan- FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Feb- FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Mar - FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Apr- FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
May - FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Jun - FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Jul - FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Aug - FY22	0.00	(1) 1.05	0.00	0.00	0.00	0.00	0.00
Sep - FY22	0.00	0.00	0.00	0.00	0.00	0.00	0.00
Oct - FY23	0.00	0.00	0.00	0.00	0.00	0.00	0.00

PI.01.01.01 EP7