

DEPARTMENT OF PATHOLOGY
Meeting: Quality Assurance
MEETING DATE: 2/29/2024





Attendance:	
Lee Teodorico	Mary Darnilowski
Dr Snyder	Alejandro Prieto
Lisa Kraus	Melissa Morales
Amin Parisi	
Kathleen Castillo	
Aliza Ezzaki	
Laura Buhmann	

Department	Test	Median TAT mins	YNHHS Median TAT	% Compliance	YNHHS % Compliance	Volume	Summary	Corrective Actions / Follow-Up
BH Chemistry	BH Gen 5 Troponin	26	26	96.2%	89.70%	3306	Exceeds YNHHS benchmarks	None needed
		(20-32)		(69-111)				
BH Chemistry	BMP	29	28	87.7%	88.10%	1680	TAT slightly below benchmark % compliance is just under benchmark.	None needed
		(20-37)		(76-100)				
BH Chemistry	Quantiferon indeterminant	N/A	N/A	N/A	N/A	246	2.00%	Keep monitoring the indeterminant
BH Chemistry	Quantiferon Redraw rate	N/A	N/A	N/A	N/A	246	20.60%	Mostly hemolyzed due to an incorrect temp setting. The temp has been adjusted. Rate should go down next month.
BH Chemistry	Chemistry audit of critical value results phoned and properly documented	N/A	N/A	99.2%	N/A	1538	12 non-compliant .	Staff has been counselled.
				Expected: 100%				
BH Hematology	CBC	9	7	90.7%	92.10%	4,953	Below benchmark for TAT & % compliance	Short staffed, new testing being incorporated into section. Working to develop an efficient workflow
		(0-14)		(85-99)				
BH Hematology	PTINR	19	18	90.5%	90.20%	1119	Slightly Below benchmark for TAT & at benchmark for % compliance	Short staffed, new testing being incorporated into section. Working to develop an efficient workflow
		(13-24)		(84-96)				
BH Hematology	D-dimer	20	21	86.8%	84.30%	266	Exceeds YNHHS benchmarks	None needed
		(14-27)		(74-94)				
BH Hematology	BF vs Cytology results	N/A	N/A	97.0%	N/A	89	3 fluids did not correlate	Dr. Minerowicz reviewed. No malignant cells seen
BH Hematology	Correct Documentation	N/A	N/A	78.0%	N/A	9	2 corrections not communicated to caregiver.	560
				Expected: 100%				
BH Hematology	Hematology audit of critical value results phoned and properly documented	N/A	N/A	98.8%	N/A	560	1 no call 2 - No credentials 4 - Last initial only	Spoke to individual techs
				Expected: 100%				
Blood Bank	Type & Screen	50	56	70.4%	58.70%	498	TAT and % compliance better than benchmark	None needed
		(32-81)		(0-100)				
BH Blood Bank	Adverse Reaction	N/A	N/A	N/A	N/A	74	4- Febrile, 1-hemolytic; Extravasacular, 1- delayed serologic, 1- underlying disease	Floors contacted by Dr Snyder with follow-up information
BH Blood Bank	RBC Utilization	N/A	N/A	N/A	N/A	466	1 discarded	Will monitor
BH Blood Bank	Platelet utilization	N/A	N/A	N/A	N/A	101	42 transfused, 59 expired(discarded) 58% discarded, Plan on getting cold stored platelets.	Will monitor
BH Blood Bank	Cryoprecipitate utilization	N/A	N/A	N/A	N/A	0	0 used, 1 discarded Thawed for a patient but not used	Will monitor
BH Blood Bank	Fresh Frozen Plasma (FFP)	N/A	N/A	N/A	N/A	56	56 Transfused, 18 discarded(24%)	Will monitor - dependent on patient needs
Point of Care	undocumented patient LQC results for	N/A	N/A	N/A	N/A	3	3 of 5 cases in IR were not completely documented. If just started doing cases.	The Asst Manager is working with users for proper document
Point of Care	Urine POC Pregnancy Internal QC Incorrect Documentation	N/A	N/A	14	N/A	1229	7 were first time errors, 4 staff had repeated errors	Mary met with each of the staff who had repeated errors
				Target = 0				
BH Point of Care	STAT quality check codes	N/A	N/A	6.9%	N/A	348	5 Codes- insufficient QC sample 3 codes- new staff forgot to close cartridge door 1 staff with 3 codes in a row- no previous issues.	Will Monitor
				Target < 5%				
Out Reach	Wait time	N/A	N/A	5 min avg	N/A	N/A	Overall goal for the month was met. BH One Stop as the only location >15 minutes.	Will monitor
				Target < 15 min				
Out Reach	Butterfly needle usage rate	N/A	N/A	11%	N/A	1200	Target of <20% usage met.	None needed
				Target = < 20%				
Out Reach	Cancel/redraw rate	N/A	N/A	2.50%	N/A	N/A	Overall goal for the month was met.	None needed
				Goal = 5%				
Out Reach	Centrifuge compliance	N/A	N/A	100%	N/A	20	Overall goal for the month was met.	None needed
				Goal = 100%				
Out Reach	Transcription accuracy rate	N/A	N/A	100%	N/A	N/A	# of providers transcribed correctly=104/104 sum of tests transcribed correctly = 328/328 # of reqs scanned not Epic=104/104	None needed
				Goal = 90%				
Out Reach	Patient Satisfaction Rate	N/A	N/A	96%	N/A	N/A	Overall goal for the month was met. Across BH draw station locations 96% of patients were likely to recommend our facilities to a friend. 98% of patients felt our facilities were neat and clean and 96% of patients felt they were treated with respect during their visit.	None Needed
				Goal = 90%				
BH Microbiology	RVP PCR NP source	N/A	N/A	93.0%	N/A		Below target	Spoke with techs
				Target: 100%				
BH Microbiology	MRSA Comm Log completion	N/A	N/A	100.0%	N/A	471	49 Positive	Will continue to monitor
				Target: 100%				
BH Microbiology	BH Covid Cepheid	51	50	80.5%	84.10%	3376	Within acceptable limits	Will continue to monitor
		(39-61)		(68-100)				
BH Microbiology	Blood Culture Contamination	N/A	N/A	1.5%	N/A	3673	Slightly above target	Will continue to monitor

Department	Test	Median TAT mins	YNHHS Median TAT	% Compliance	YNHHS % Compliance	Volume	Summary	Corrective Actions / Follow-Up
BH Microbiology	(Combined BC/MC)	N/A	N/A	Target ≤ 1%	N/A	0	Biggest offenders SICU and WT10	Will continue to monitor
BH Microbiology	Blood culture fill rates	N/A	N/A	Above optimal volume goal 0% Below optimal volume goal 0%	N/A	0% 6%	7/120 below optimal. All from the ED	Communicating results to units
BH Microbiology	Stool PCR's performed within 3 days of admissions	N/A	N/A	96.0% Target: 95%	N/A	138	45 admitted Target met	None needed
BH Microbiology	Microbiology Total Errors	N/A	N/A	N/A	N/A	0 Target: < 5	Manual entry error	None Needed
BH Microbiology	Blood Culture Bottle Below Optimal Volume	N/A	N/A	N/A	N/A	8 / 112		Communicating results to units
BH Microbiology	Blood Culture Bottle Above Optimal Volume	N/A	N/A	N/A	N/A	7/120		
BH Microbiology	Environmental Monitoring for PCR Testing	N/A	N/A	N/A	N/A	N/A	All tests within limits	None needed
BH Microbiology	Molecular Positivity Rates	N/A	N/A	N/A	N/A	N/A	No trends or spikes	Will continue to monitor
BH Lab General	Draw Station Errors	N/A	N/A	N/A	N/A	N/A	74 incorrect orders (cancelled and had to be reordered), 4 no specimen received, 4 wrong tubes, 2 samples not on packing list	Will continue to monitor
BH Lab General	Quest TAT	N/A	N/A	N/A	N/A	3476	376 Late tests	Will continue to monitor
BH Lab General	Quest rejected tests	N/A	N/A	N/A	N/A	13	3/13 - BH responsible for. Aizya will educate staff.	Will continue to monitor
BH Lab General	Mayo rejected tests	N/A	N/A	N/A	N/A	1	Specimen QNS	Will continue to monitor
BH Lab General	Cost Per Billable BH	N/A	N/A	Target<=\$11.16	N/A	\$11	Target met December data	Will continue to monitor
MC Lab General	Cost Per Billable MC	N/A	N/A	Target<=\$19.06	N/A	\$12	Target met December Data	Will continue to monitor
BH LAB GENERAL	CAP PT TAT <30 days BC	N/A	N/A	91.0% Target: 90%	N/A	31/34 surveys	Target met	Will continue to monitor
MC LAB GENERAL	CAP PT TAT <30 days MC	N/A	N/A	80.0% Target: 90%	N/A	8/10 surveys		Will continue to monitor
BH LAB GENERAL	PT performance BC	N/A	N/A	100.0% Target: 98%	N/A	35/35	Target met	None needed
MC LAB GENERAL	PT performance MC	N/A	N/A	100.0% Target: 98%	N/A	19/19	Target met	None needed
BH LAB GENERAL	Corrected reports	N/A	N/A	1/0,000 Benchmark: < 2.7/10,000 tests	N/A	207,109	Benchmark met	All corrections investigated with appropriate follow-up with staff
BH LAB GENERAL	Non Conforming Events	N/A	N/A	0 Target: 0	N/A	0	Target met	None needed
BH LAB GENERAL	Rejected Specimens	N/A	N/A	2.0% Benchmark 1.3% YNHHS median	1.3%	N/A	Below benchmark	Will continue to monitor
MC LAB GENERAL	Rejected Specimens	N/A	N/A	3.4% Benchmark 1.3% YNHHS median	1.3%	N/A	Below benchmark improved from 5% the previous month.	Will continue to monitor
BH LAB GENERAL	Rejected Specimens - BH ED Top 3 Rejects	N/A	N/A	N/A	N/A	N/A	180 - Hemolyzed 120 - QNS 103 - Clotted	Will continue to monitor
MC LAB GENERAL	Rejected Specimens - MC ED Top 3 Rejects	N/A	N/A	N/A	N/A	N/A	130 - Hemolyzed 19 - QNS 15 - Clotted	Will continue to monitor
BH LAB GENERAL	Events Calendar Task Completion	N/A	N/A	88.0% Target : 100%	N/A	N/A	FMLA and Per Diem comps	Will continue to monitor
MC Chemistry	MC Gen 5 Troponin	24 (20-32)	26	95.3% (69-111)	89.70%	1029	Target met	None needed
MC Chemistry	BMP	28 (20-37)	28	87.9% (76-100)	88.10%	422	Target met	None needed
MC Hematology	D-dimer	22 (14-27)	21	84.5% (74-94)	84.30%	110	Target met	None needed
MC Hematology	PTINR	18 (13-24)	18	86.1% (84-96)	90.20%	384	Target met	None Needed
MC Hematology	CBC	4 (0-14)	7	91.1% (85-99)	92.10%	1467	Target met	None needed
MC Microbiology	Covid Cepheid	45 (39-61)	50	88.0% (68-100)	84.10%	691	Target met	None needed
MC Blood Bank	Type & Screen	54 (32-81)	56	96.4% (0-100)	58.70%	96	Target met	None needed
MC Blood Bank	Adverse Reaction	N/A	N/A	N/A	N/A	1	Allergic reaction	Will monitor
MC LAB GENERAL	Blood Wastage	N/A	N/A	N/A	N/A	N/A		Will continue to monitor
MC LAB GENERAL	Nonconforming events (irreplaceable samples only)	N/A	N/A	0 Target: 0	N/A	0	Target met	None needed
MC LAB GENERAL	Corrected reports	N/A	N/A	1.8 / 10,000 (0.018%) Benchmark: < 2.7/10,000 tests	N/A	22,662 tests	4 total corrections, 3 were UA color.	Techs reminded to be careful with manual entry, and that color change corrections can be prevented by cleaning the analyzer better.

No

Department	Test	Median TAT mins	YNHHS Median TAT	% Compliance	YNHHS % Compliance	Volume	Summary	Corrective Actions / Follow-Up
MC LAB GENERAL	Critical Calls & proper documentation	N/A	N/A	100.0%	Target=100%	293/293	Target Met	None needed
MC Lab General	Corrected reports called & properly documented	NA	N/A	100.0%	Target 100%	4 / 4	3 UA color, 1 manual entry; all called and documented	None needed
MC LAB GENERAL	Environmental Monitoring for PCR Testing	N/A	N/A	N/A	N/A	N/A	All tests within limits	None needed
MC LAB GENERAL	Molecular Positivity Rates	N/A	N/A	N/A	N/A	N/A	No trends or spikes	Will continue to monitor
BH & MCBH Combined	Monthly CRSQ Critical Call TAT inpatient	N/A	N/A	94.00%	N/A	N/A	Slightly Below target	Improvement from last month, will continue to monitor.
				Target 95% within 30 minutes				
BH & MCBH Combined	Monthly CRSQ Critical Call TAT Outpatient	N/A	N/A	97.50%	N/A	N/A	Target met	None Needed
				Target 95% within 60 minutes				
BH & MCBH Combined	Rolling 12 month cumulative inpatient	N/A	N/A	93.9%	N/A	N/A	Below target	Slight improvement. Will continue to monitor
				Target 95% within 30 minutes				
BH & MCBH Combined	Rolling 12 month cumulative Outpatient	N/A	N/A	97.50%	N/A	N/A	Target met	None Needed
				Target 95% within 60 minutes				
BH Lab General	Monthly CRSQ Critical Call TAT inpatient	N/A	N/A	95.0%	N/A	N/A	Target met	None needed
				Target 95% within 30 minutes				
BH Lab General	BH Rolling 12 month cumulative inpatient	N/A	N/A	94.0%	N/A	N/A	Below target, improvement from last month	continuing to see improvement. Will monitor
				Target 95% within 30 minutes				
BH Lab General	Monthly CRSQ Critical Call TAT outpatient	N/A	N/A	95%	N/A	N/A	Target met	None needed
				Target 95% within 60 minutes				
BH Lab General	BH Rolling 12 month cumulative outpatient	N/A	N/A	95%	N/A	N/A	Target met	None needed
				Target 95% within 60 minutes				
MCBH Lab General	Monthly CRSQ Critical Call TAT inpatient	N/A	N/A	91.4%	N/A	N/A	Below target	Provided re-education and tips and tricks for the correct workflow. Identified a process to streamline outpatient critical calls
				Target 95% within 30 minutes				
MCBH Lab General	MCBH Rolling 12 month cumulative inpatient	N/A	N/A	93.8%	N/A	N/A	Slightly below target	continuing to see improvement. Will monitor
				Target 95% within 30 minutes				
MCBH Lab General	Monthly CRSQ Critical Call TAT Outpatient	N/A	N/A	100%	N/A	N/A	Above Target	None needed
				Target 95% within 60 minutes				
MCBH Lab General	MCBH Rolling 12 month cumulative outpatient	N/A	N/A	100%	N/A	N/A	Above Target	None needed
				Target 95% within 60 minutes				

Name	Signature
Laura Buhlmann	
Kathy Castillo	
Jocelyne Clerveau	
Dr. Paul Cohen	
Mary Damlowski	
Aziza Ezzaki	
Lisa Krause	
Teodorico Lee	
Dr. Christine Minerowicz	
Ann Parisi	
Alex Prieto	
Dr. Edward Snyder	