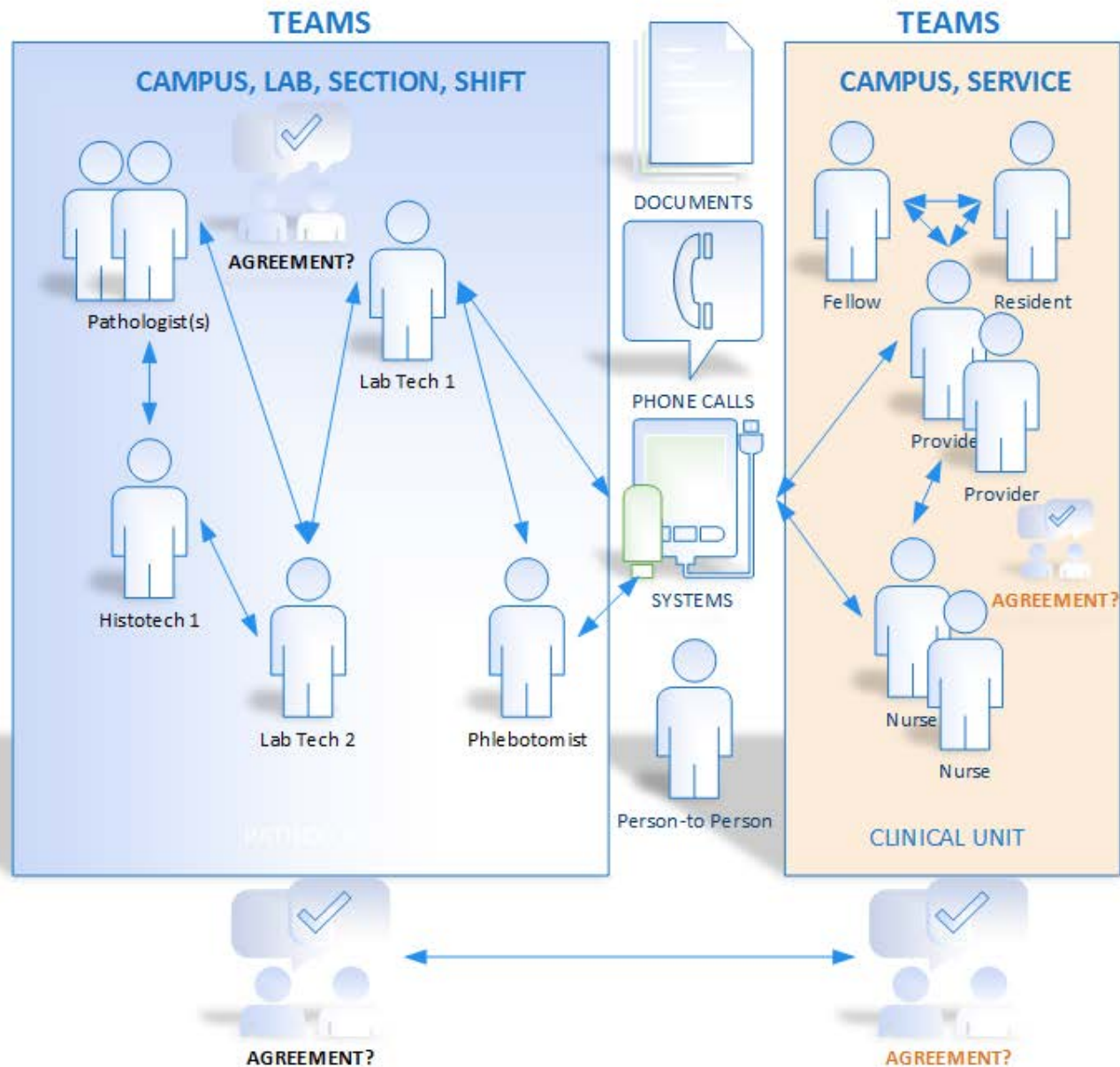


Enabling Effective Teams



PATHOLOGY

COMMUNICATION & COORDINATION OF CARE – FOCUS ON PATHOLOGY



Managing Complexity

- **Interactions Between Diverse Teams**
 - COMMON FAILURE: Inadequate Communication
- **Outcome**
 - ERRORS OF OMISSION
 - OCCUR AT HIGHER FREQUENCY THAN ERRORS DUE TO INADEQUATE COMPETENCY
- **Common Solution - Technology**
 - OFTEN A MISMATCH TO WORKFLOW(S)
 - NOT A PANACEA

Defining the Scope

- **The Problem**

- Failed Handoffs/Inadequate Communication
- Inadequate workflow coordination among teams

- **The Context**

- Texas Children's Health Care System

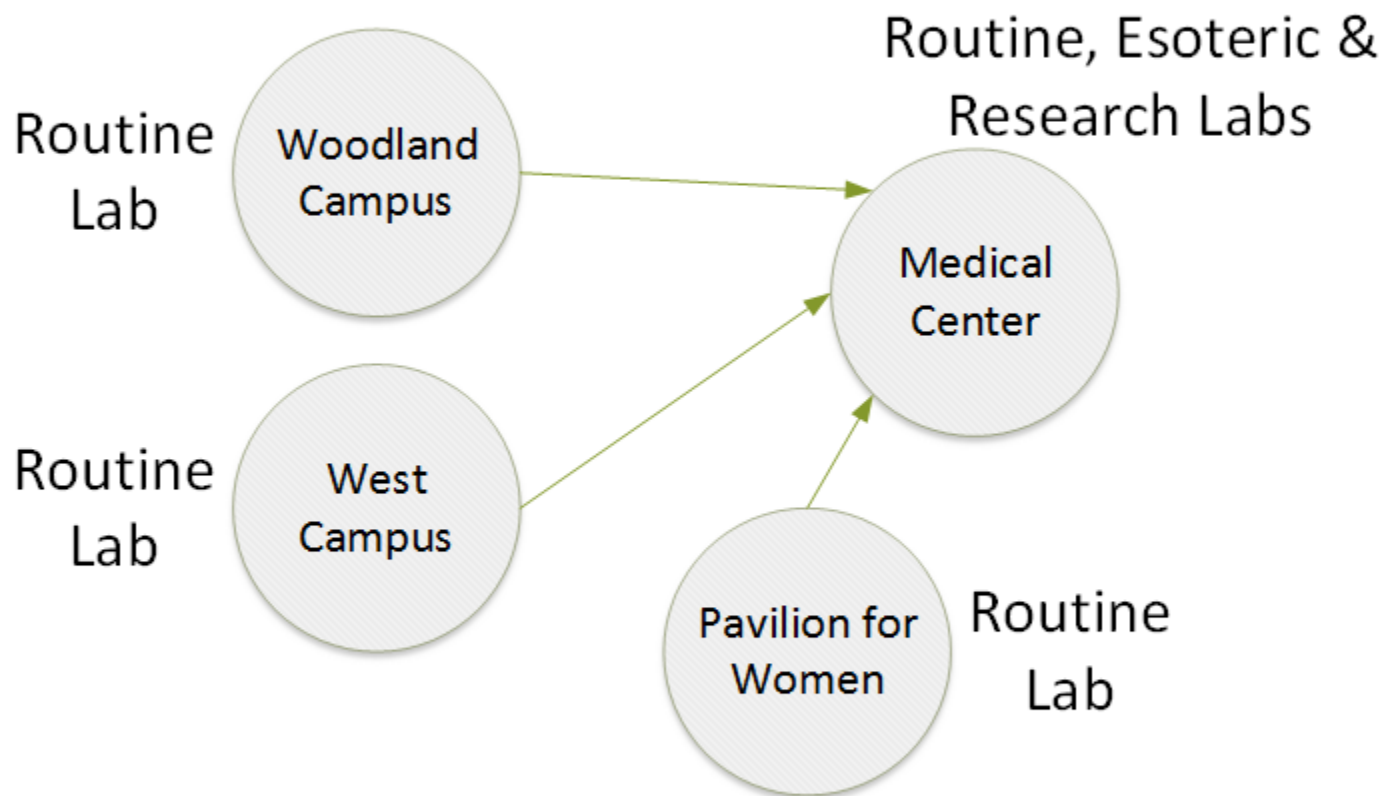
- **The Challenge**

- Enhance Information Access/Communication

- **The Experiment**

- EQL

Pediatric & Obstetrics Hospital System

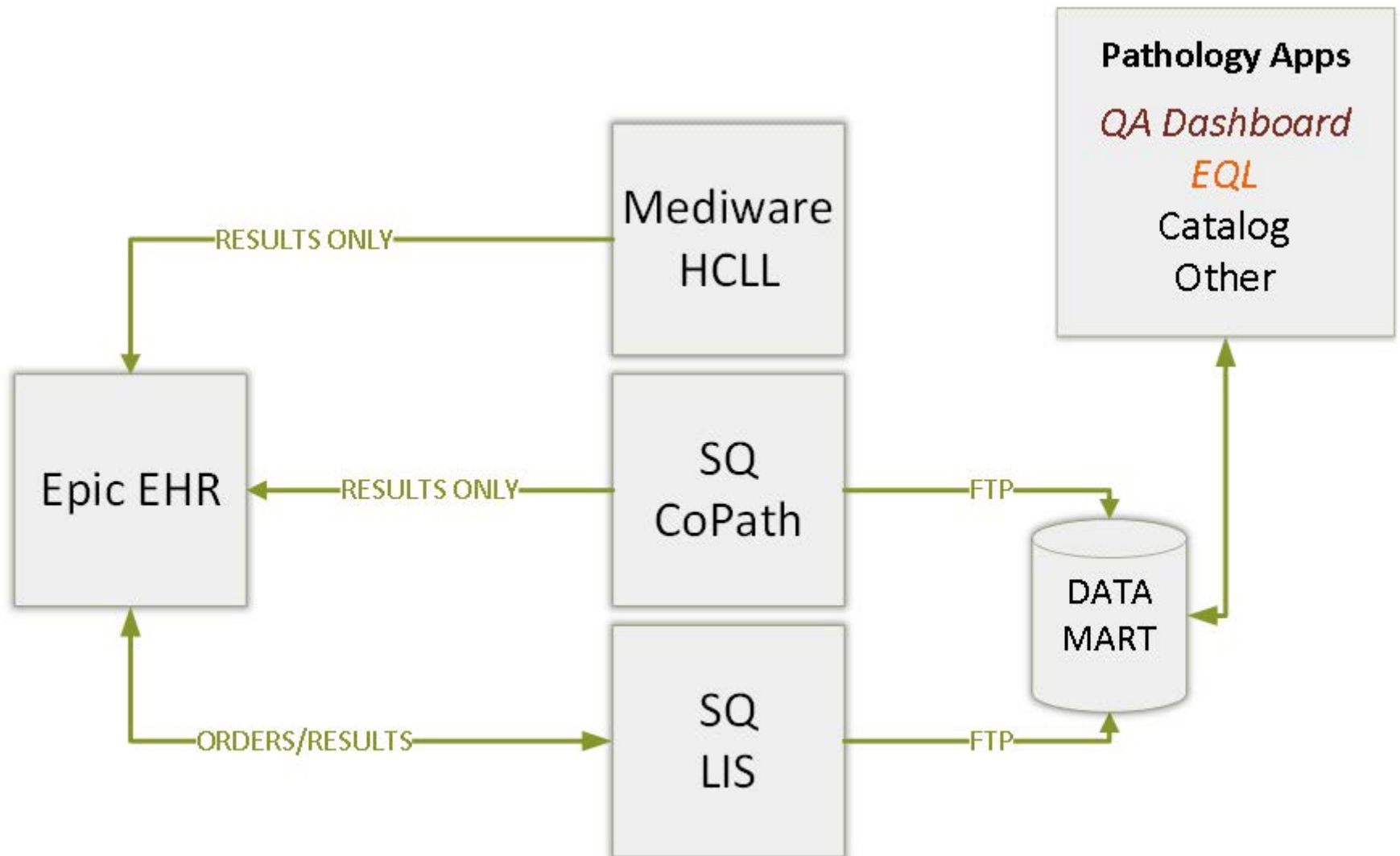


Internal Patient Transfers Between Hospitals
Core Lab Services at Medical Center

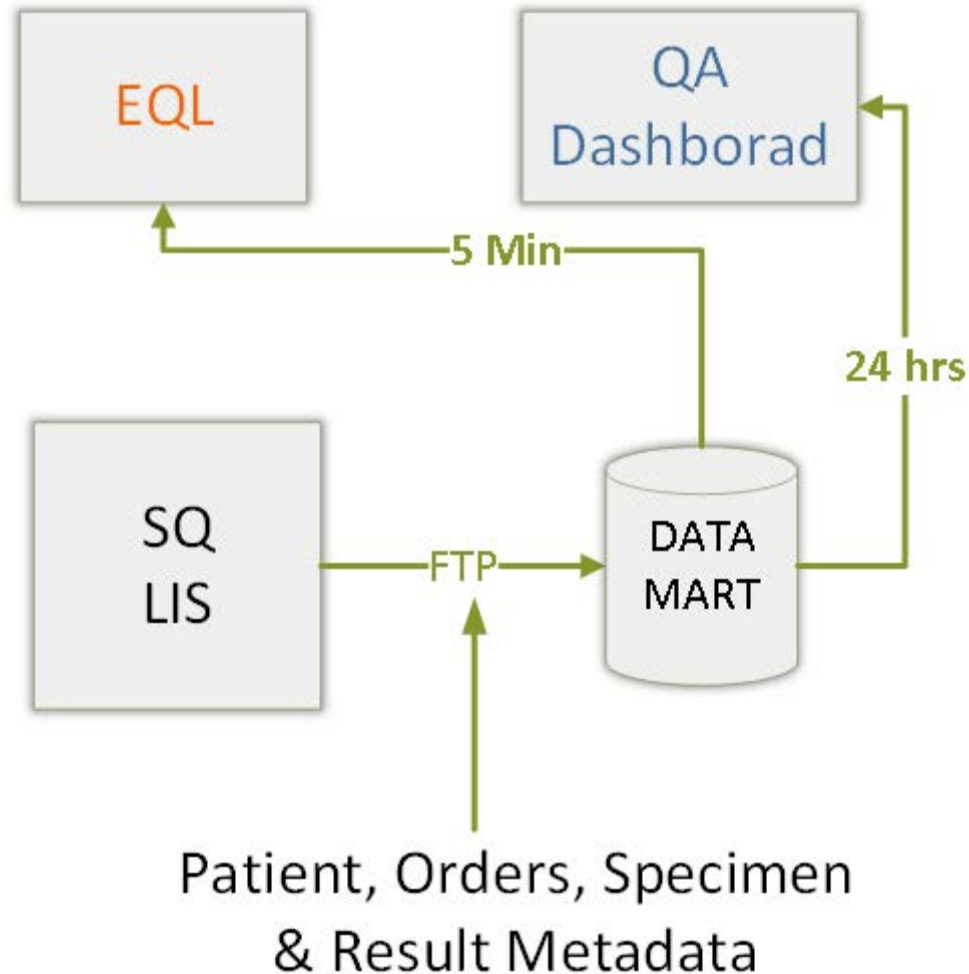
EQL – The Experiment

- Improved Communication Across
 - Campuses, Labs, Sections, Shifts
- Improved Operational Performance
- Reduction in errors
- Real-time Responses to Evolving Issues
- Improved Documentation & Data Collection
 - Elimination of paper logs, paper checklists, etc.
 - Explicit protocol instantiation
 - Capture data for PI

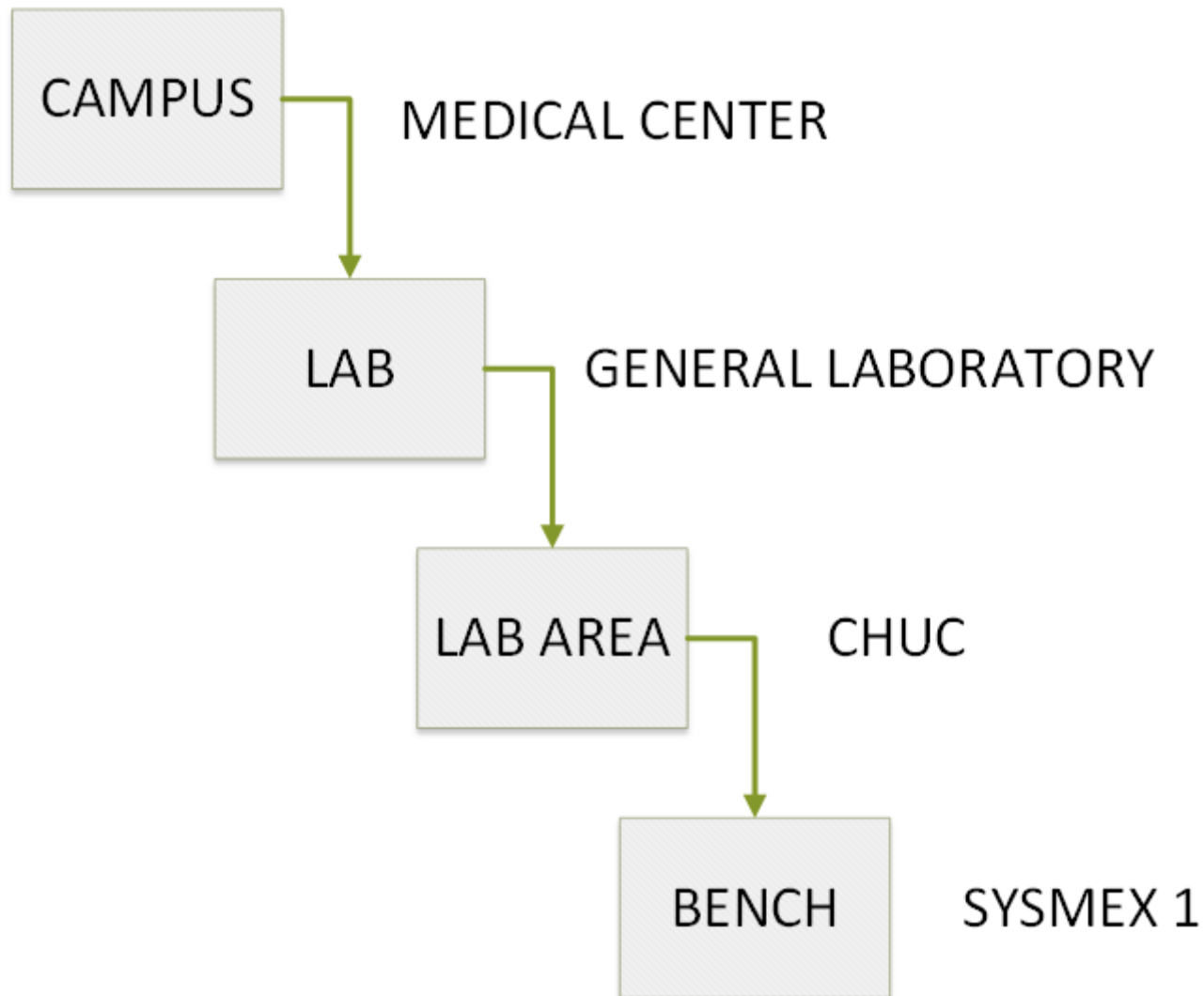
Pathology Systems Architecture



EQL/Dashboard Architecture



EQL Functional Hierarchy



EQL – Roles

- **Bench**
 - Basic interface, efficient issue entry & assessment
 - Bench tied to IP-address, no login required
- **In-Charge**
 - View defined at login – Campus, Lab, Bench(es)
 - Real-time Management
- **Admin**
 - Scope defined at login, Campus-level view
 - EQL Configuration Options
 - EQL Security Options
 - Reports Access
- **Pathologist**
 - Organized by Specialty

Bench Interface

Electronic Quality for Laboratories

You Are Viewing: TCH Main Campus - GenLab CHUC Vitros 1

[Modify View](#)

[Change Password](#)

Primary Dimensions

Equipment

Patient

Other

Shift Hand Off

Last 8 Hours

Last 24 Hours

Last 48 Hours

Custom Range

Refresh

All issues since 5/4/2016 13:36

Refresh

Show 25 entries

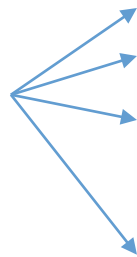
Issue ID	Date/Time	Type	Issue	Start	End	Instrument	Event #	Status
18117	4/7/2016 12:10	Equipment	From TCH Main Campus - GenLab All: Need to update IP addresses and other IT related items for Vitros 5600s. I have the info from Ortho.	4/7/2016 12:10	😞			Open
19991	5/5/2016 07:08	Shift Handoff	Vitros 1					Closed
19953	5/4/2016 15:14	Shift Handoff	Vitros 1					Closed
19951	5/4/2016 15:09	Equipment	Error/Malfunction	5/4/2016 14:54	5/4/2016 15:09	Vitros 1		Closed
19936	5/4/2016 13:50	Patient	From TCH Main Campus - GenLab All - GenLab: Expedite Testing	5/4/2016 13:55	5/4/2016 14:23			Closed

Showing 1 to 5 of 5 entries

[First](#)
[Previous](#)
1
[Next](#)
[Last](#)

Bench: “New” issue

Default Entries



New Equipment Issue

Issue originating from TCH Main Campus on lab bench: Vitros 1.

Equipment Issue Sub Type: Equipment Down

Instrument: Vitros 1

*Date and Time: 5/5/2016 13:38

Enter start and end date/times for downtimes, maintenance, etc.

☒ Enter Start and End Times

Start: 5/5/2016 13:38

End: 5/5/2016

Issue Details:

(Max. length = 2,000 characters), 2000 characters remaining.

Actions Taken:

(Max. length = 2,000 characters), 2000 characters remaining.

☐ Send to Event Tracker

☐ Notify Someone Else

Sharing



Bench: Sharing

☒ Notify Someone Else

Expand All

Collapse All

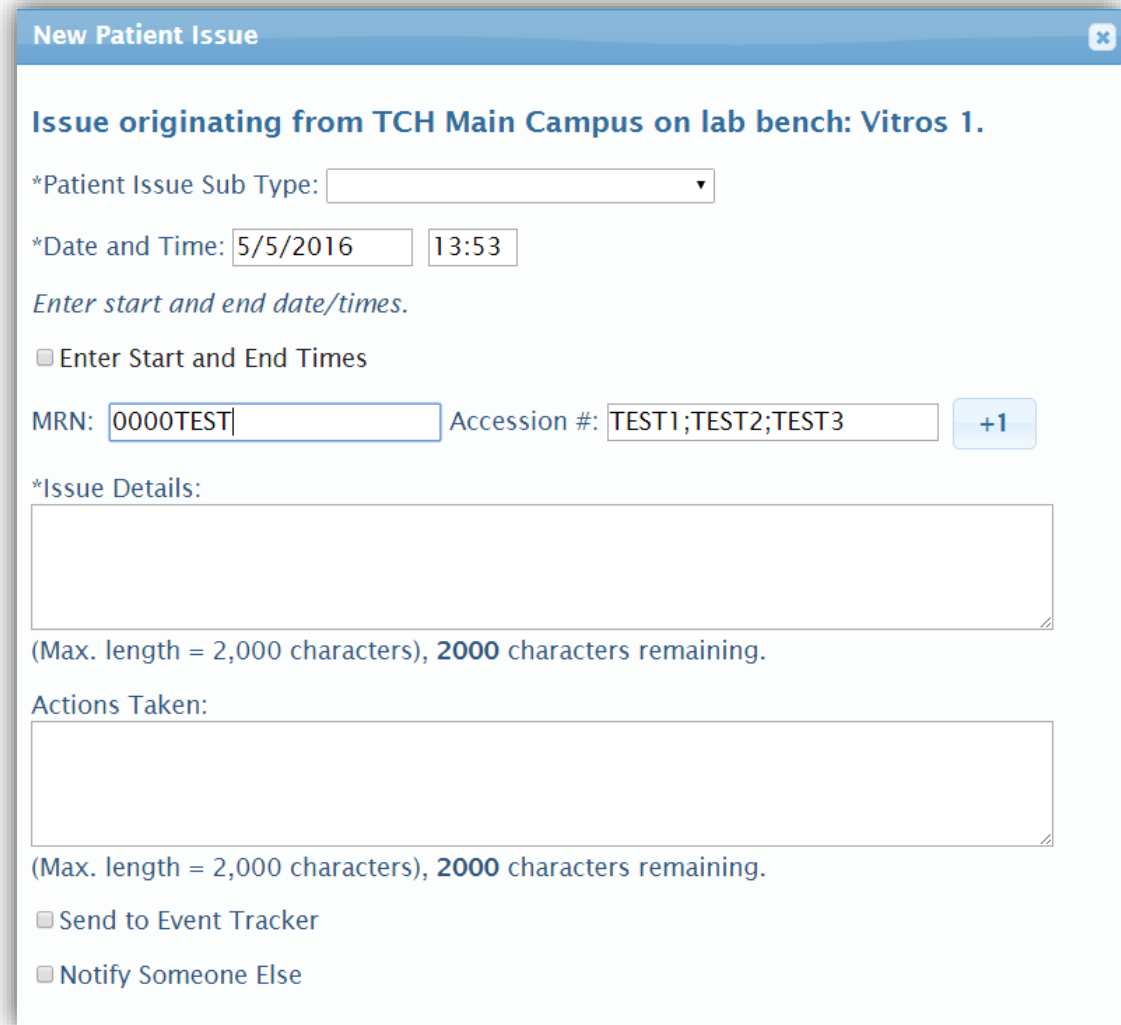
Select All

Deselect All

- ▷ ☐ TCH Main Campus
- ▾ ☒ TCH Pavilion for Women
 - ▾ ☒ Pathology
 - ▷ ☐ Call Center
 - ▾ ☒ Chemistry
 - ☐ ABL
 - ☒ Centaur
 - ☐ Fusion/Centaur
 - ▷ ☐ Coagulation
 - ▷ ☐ Hematology
 - ▷ ☐ Manual Station
 - ☐ PW Gen Lab
 - ▷ ☐ Reference
 - ▷ ☐ Spec Mgmt
 - ▷ ☐ TCH West Campus

Bench: Patient Issue

Default Entries



The screenshot shows a web form titled "New Patient Issue". It contains several input fields and checkboxes. Two blue arrows originate from the text "Default Entries" on the left and point to the "Patient Issue Sub Type" dropdown menu and the "Date and Time" input fields.

New Patient Issue

Issue originating from TCH Main Campus on lab bench: Vitros 1.

*Patient Issue Sub Type:

*Date and Time:

Enter start and end date/times.

☐ Enter Start and End Times

MRN: Accession #:

*Issue Details:

(Max. length = 2,000 characters), 2000 characters remaining.

Actions Taken:

(Max. length = 2,000 characters), 2000 characters remaining.

☐ Send to Event Tracker

☐ Notify Someone Else

“Patient” issues containing PHI require user login

Bench: Attaching Files

Uploading from TCHMC-Vitros 1

Add Reports for Issue #18117.

No file chosen

- 1) Choose only ".pdf" files
- 2) You will have to close and re-open the issue window to see the file attached (after you close this tab/window).
- 3) You can only attach files to existing issues.
- 4) If the file name is too long, rename it before uploading (200 Char max)
- 5) Issues can have multiple files, but they must be uploaded 1 at a time.

Helpful for equipment issues - record of maintenance or repair

Bench: Shift Change

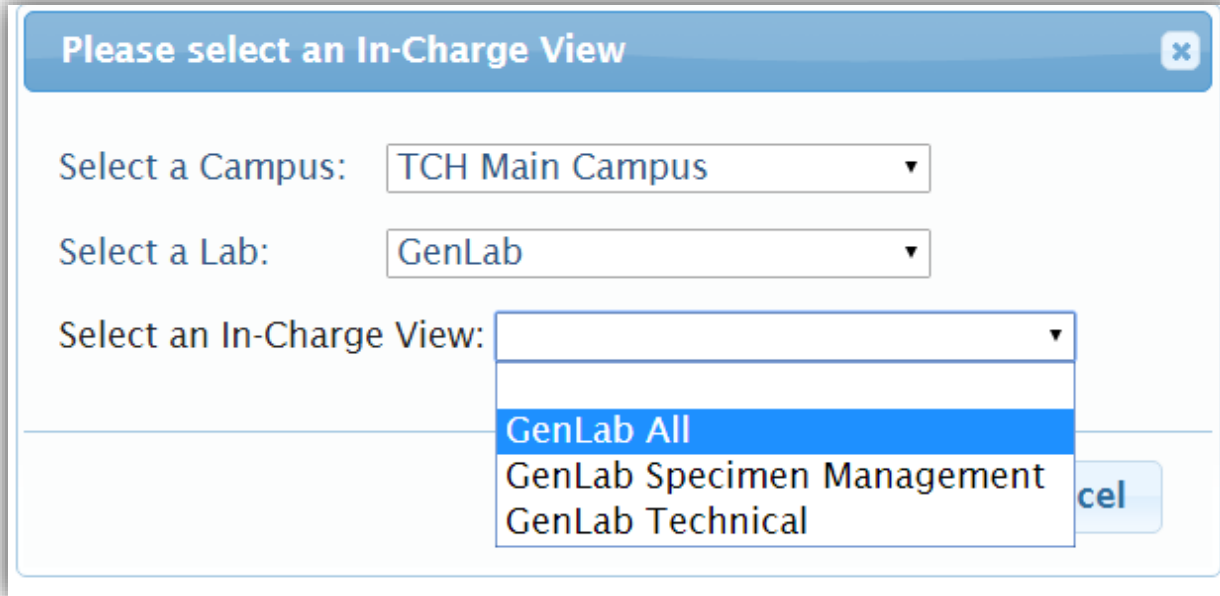
Outgoing InCharge Sign Out: GenLab All

Instructions:

Comments:	<div></div> <div>(Max Characters 2000)</div>
Critical Value Notification Pending? (If Yes, Face-to-Face communication required):	<div><div></div>Yes</div> <div><div></div>No</div> <div><div></div>N/A</div>
Pending Equipment Issues? (If Yes, Face-to-Face communication required):	<div><div></div>Yes</div> <div><div></div>No</div> <div><div></div>N/A</div>
Staffing Issues? (If Yes, Face-to-Face communication required):	<div><div></div>Yes</div> <div><div></div>No</div> <div><div></div>N/A</div>
Tests Pending? (If Yes, face-to-face communication required):	<div><div></div>Yes</div> <div><div></div>No</div> <div><div></div>N/A</div>
Comment card box checked? (If there are cards in box, give to shift Manager.)Leaderboards restocked with business cards?:	<div><div></div>Yes</div> <div><div></div>No</div> <div><div></div>N/A</div>
Username	<div></div>
Password	<div></div>

[Outgoing Tech Click Here](#)

In-Charge: Login Configuration



Please select an In-Charge View

Select a Campus: TCH Main Campus

Select a Lab: GenLab



Select an In-Charge View:

- GenLab All
- GenLab Specimen Management
- GenLab Technical

Cancel

In-Charge view a collection of lab areas & benches providing a comprehensive listing of issues

In-Charge View


TCH Main Campus In Charge View - GenLab All : Dowlin, Michael


Issues

Equipment
Patient
Staffing
Other
Shift Hand Off

Last 8 Hours
Last 24 Hours
Last 48 Hours
Custom Range

Refresh
Modify View
Change Password

All issues since 5/4/2016 14:31 Table last refreshed 5/5/2016 14:31 (refreshes every minute)

Show 50 entries
 Search:

Issue ID	Type	Date/Time	Issue	Start Date/Time	End Date/Time	Lab Area	Bench	Instrument	Event #	Status
19914	Equipment	5/4/2016 03:20	WHILE LOADING NEW LOT OF CA FOR CALIBRATION, FS2D DOES NOT RECOGNIZE THE LOT #	5/4/2016 04:38		TCH Main Campus GenLab - CHUC	Vitros 2	Vitros 2		Open
19898	Equipment	5/3/2016 21:50	Error/Malfunction	5/3/2016 21:30		TCH Main Campus GenLab - CHUC	Vitros 2	Vitros 2		Open
18117	Equipment	4/7/2016 12:10	Need to update IP addresses and other IT related items for Vitros 5600s. I have the info from Ortho.	4/7/2016 12:10		TCH Main Campus GenLab All	N/A	N/A		Open
20002	Patient	5/5/2016 13:33	Special Testing Requirements			TCH Main Campus GenLab - CHUC	STAR 1	N/A	22230	Closed
20001	Patient	5/5/2016 13:30	Special Testing Requirements			TCH Main Campus GenLab - CHUC	STAR 1	N/A	22229	Closed
19999	Patient	5/5/2016 10:49	LTS	5/5/2016 10:14	5/5/2016 10:27	TCH Main Campus GenLab All	N/A	N/A		Closed
19998	Equipment	5/5/2016 08:07	Error/Malfunction	5/5/2016 07:30	5/5/2016 10:55	TCH Main Campus GenLab - Chem-Wing	Blood Gas Station	BGL7		Closed
19997	Shift Handoff	5/5/2016 07:48	GenLab Specimen Management			TCH Main Campus GenLab Specimen Management	N/A	N/A		Closed
19996	Shift Handoff	5/5/2016 07:23	Vidas/Osmo/TDx			TCH Main Campus GenLab - Chem-Wing	Vidas/Osmo/TDx	N/A		Closed
19994	Shift Handoff	5/5/2016 07:14	Differentials			TCH Main Campus GenLab - Hem-Wing	Differentials	N/A		Closed

In-Charge: Viewing Issues

Issue Review →

Issue

Audit

Views

Equipment Issue Sub Type:

Error/Malfunction

Issue created: 5/3/2016 21:58 by user: "10.20.13.8"

Instrument:

Vitros 2

*Date and Time:

5/3/2016

21:50

Enter start and end date/times for downtimes, maintenance, etc.

☒ Enter Start and End Times

Start:

5/3/2016

21:30

End:

5/3/2016

Issue Details:

Back up battery beeping intermittently and battery sign lights up.

Instrument unexpectedly shut itself down at 22:20 during patient run and restarted on its own

(Max. length = 2,000 characters), **1678** characters remaining.

Actions Taken:

Call Biomed but no one is answering the phone.

Update: Called Biomed 0635 will send someone
Biomed came out and thinks UPS needs to be replaced. Is checking to see if it is

(Max. length = 2,000 characters), **1222** characters remaining.

Supervisor Review:

Supervisor Comment:

Review

In-Charge: Issue Audit

- Additional tab - “Audit”
- Displays entries sorted date/time modified date
- Displays original and new entry in parallel

Issue Audit Views					
Date/Time	Type	Column	Old Value	New Value	Modified By
5/4/2016 8:51:53 AM	UPDATE	actionsTaken	Call Biomed but no one is answering the phone. Update: Called Biomed 0635 will send someone Biomed came out and thinks UPS needs to be replaced. Is checking to see if it is covered uder maint. contract for Vitros.	Call Biomed but no one is answering the phone. Update: Called Biomed 0635 will send someone Biomed came out and thinks UPS needs to be replaced. Is checking to see if it is covered uder maint. contract for Vitros. UPDATE - 5/4/16 @ 08:50 - need to wait for another error and error code needs to be documented. Call Biomed and give them the error code and then they will be able to remedy.	cftucker
5/4/2016 7:17:26 AM	UPDATE	actionsTaken	Call Biomed but no one is answering the phone. Update: Called Biomed 0635 will send someone	Call Biomed but no one is answering the phone. Update: Called Biomed 0635 will send someone Biomed came out and thinks UPS needs to be replaced. Is checking to see if it is covered uder	cftucker

In-Charge: Issue Views

Issue Audit Views			
Show 10 entries Search: <input type="text"/>			
Date/Time	Type	User Name	IP Address
5/5/2016 2:43:38 PM	INCHARGE	mddowlin	10.10.12.178
5/5/2016 2:38:12 PM	INCHARGE	mddowlin	10.10.12.178
5/5/2016 7:06:19 AM	BENCH		10.20.13.8
5/5/2016 7:01:17 AM	INCHARGE	lkmoos	10.20.13.32
5/4/2016 11:19:01 PM	BENCH		10.20.13.8
5/4/2016 11:11:43 PM	INCHARGE	amvillam	10.20.13.48
5/4/2016 9:13:56 PM	INCHARGE	amvillam	10.20.13.48
5/4/2016 8:40:02 PM	INCHARGE	pjbadeau	10.20.13.48
5/4/2016 4:29:53 PM	INCHARGE	pjbadeau	10.20.13.48
5/4/2016 3:19:39 PM	BENCH		10.20.13.8

Date/time, role (bench, in-charge or Admin), user name, and IP address

Admin View

Reporting & Configuration Options

EQL Electronic Quality for Laboratories

TCH Main Campus Application Administrator View

Issues Reports Requests Workload Users Application Mgmt

Equipment Patient Staffing Other

Last 8 Hours **Last 24 Hours** Last 48 Hours Custom Range

All issues since 5/4/2016 14:54

Show 10 entries

Issue ID	Type	Date/Time	Issue	Start Date/Time	End Date/Time
20007	Shift Handoff	5/5/2016 14:59	<u>Differentials</u>		☹
20004	Shift Handoff	5/5/2016 14:51	<u>Special Coag</u>		☹

Custom Checklists

- User Defined
- Element Types:
 - Text
 - Date
 - Temperature
 - Yes/No
- Option to Schedule
- Assign to:
 - Instrument or
 - Lab bench
 - Specific In-charge, or Admin User

Checklist Detail

Editing Check List: PW Gen Lab In-charge

Check List Details | Check List Questions | Schedule Tasks

*Check List ID:

*Created Date/Time:

*Check List Name:

Description:
PW Gen Lab shift hand-off and duties

(Max. length = 2,000 characters), 2

Instructions:
Ensure that the following items have been documented accordingly.

(Max. length = 2,000 characters), 2

Checklist Detail

Editing Check List: PW Gen Lab In-charge

Check List Details | **Check List Questions** | Schedule Tasks

New Edit Delete Search:

Sort Order	Item Type	Item Text
1	Yes/No	Any call-ins or tardies? (If any, document PW employee name, time called, and initials of person taking call in the Comment Box at the end of the checklist).
2	Yes/No	Are all Voalte phones fully charged, logged in, and staff's name written on Voalte board?
3	Yes/No	At shift change, have you ensured that each section is adequately stocked?
4	Yes/No	Are Add-On orders completed and the printer clear of orders?
5	Yes/No	Are all biohazard bags and/or boxes emptied and replaced in Biohazard Waste room?
6	Yes/No	Critical Value Notification Pending? (If Yes, Face-to-Face communication required)
7	Yes/No	Do sharps need to be emptied? (If 'Yes', contact Stericycle: Mon-Fri ~8a-4p: pager 6527. Afterhours: call Facilities @2-8928 or 4-5000.
8	Yes/No	Have all maintenance and QC been documented for all sections in Connect website?
9	Yes/No	Have ALL samples/slides been sent to Main for PATH Pending for Pavilion Path reviews and all checks done against PCPS Clipboard and PCPS Pending Folder?
10	Yes/No	Have you ensured all appropriate tech logs and completed worksheets are reviewed and filed?

Showing 1 to 10 of 24 entries

Previous 1 2 3 Next

Micro QC Bench Weekly Checklist

Checklist

Checklist (Task #524214) For Micro QC Bench Weekly Checklist

Task Created:	5/15/2017 12:00:02 AM
Task Performed On:	5/15/2017 1:43:00 PM
Task Performed By:	N/A
Task Performed IP-Address:	10.10.15.66
Supervisor Review Date/Time:	
Supervisor Reviewed By:	N/A
Supervisor Review Comment:	

*Required fields have an asterisk "***". Checklists will appear "open" until all required fields are filled out.*

*Date task performed:	<input type="text" value="5/15/2017"/>
*Vitek 2 AST cards QC set-up - Every Monday:	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <input checked="" type="radio"/> N/A
*Sensititer QC set-up - Every Monday:	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <input checked="" type="radio"/> N/A
*Subculture QC organisms - Every Monday:	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <input checked="" type="radio"/> N/A
Perform Gram stain QC - Every Monday:	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <input checked="" type="radio"/> N/A
*Perform Eye wash maintenance checks - Every Monday:	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <input checked="" type="radio"/> N/A
*Perform QC for : Optochin, Novobiocin, Muller Hinton (including Blood) - Every Tuesday. Document any Corrective Action as appropriate:	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <input checked="" type="radio"/> N/A
*Perform Reagent QC for : Superoxol, Phadebact - Every Tuesdays. Document Corrective action as appropriate:	<input checked="" type="radio"/> Yes <input checked="" type="radio"/> No <input checked="" type="radio"/> N/A

Admin: Reports

- Instrument Review
- Maintenance Review
- **Issue-Cause Analysis**
 - **Analytics for Quality Assurance & PI**
- Ad hoc (user defined criteria)

QA Dashboard



TCH Pathology QA-Dashboard

CAP All TCH

2017

Print View

Reports

Maintenance

Help

Section	Indicators (* Denotes Manual Indicator)	Q1			Q2			Q3			Q4			2017 Target	
		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec		
TAT	STAT GLUC (60min)	95%	96%	96%	97%	96%								95%	Aaron West
	STAT PT TAT Rec Res(60min)	95%	96%	97%	96%	96%								95%	
	STAT PTT TAT Rec Res (60min)	95%	95%	96%	95%	96%								95%	
	STAT HA4 TAT Rec Res (60min)			94%	94%	97%								95%	
	All UA TAT Rec Res(60min)	96%	96%	96%	96%	97%								95%	
	All HA4 TAT Rec Res (60min)	95%	93%											95%	
Critical Result Reporting	ALL Criticals	98%	98%	99%	98%	97%								98%	Aaron West
Lab Triage System	Laboratory Triage System TAT	99%	100%	98%	98%	100%								98%	Aaron West
Referred Testing	PTH, Intact and Calcium (PTH1)	90%	100%											90%	Catsie Tucker
	Growth Hormone (HGH)	98%	100%	99%	87%	100%								90%	
	O&P Concentrate & Stain (OP3)	100%	100%	100%	95%	100%								90%	
	Immune Cell Function (IKNOW)	85%	91%	100%	100%	100%								90%	
	DHEA Sulfate (DHEASU)	100%	100%	100%	100%	100%								90%	
	Thyroglobulin Panel (THYPN1)	92%	90%	100%	80%	100%								90%	
Specimen Acquisition & Outpatient	Folate RBC (RBCFO2)	100%	83%	100%	100%									90%	Pam Badeaux
	11th Floor Outpatient Lab Collection (Efficiency)	97%	100%	99%	98%	99%								95%	
	CCC Outpatient Lab Collection (Efficiency)	100%	99%	99%	98%	99%								95%	
	Outpatient Collection Errors - Sigma Level	4.95	>7	4.65	4.48	>7								5	
Specimen Management & West Tower	Outpatient Customer Satisfaction*	90.3%	90.8%	88.0%	90.2%									90.2%	Mary Hoang
	Lab collection Hemolysis rate	3.7%	3.2%	3.9%	3.2%	2.2%								<=5%	
	Labeling Discrepancies - Sigma Level	>7	>7	5.46	5.61	5.08								5	
	Inpatient Round TAT	95%	96%	95%	95%	92%								95%	
Sweat Testing	West Tower Outpatient Lab Collection (Efficiency)	98%	97%	99%	99%	99%								95%	Aaron West
	SWTT QNS (< 3 Months)	25.0%	0.0%	16.7%	20.0%	50.0%								<=10%	
	SWTT QNS (>= 3 Months)	5.0%	0.0%	0.0%	3.7%	0.0%								<=5%	

POCT

Outlier Resolution



- QA Outlier associated with 1 or more EQL issue(s) based on algorithm:
 - Bench-QA Indicator Union Table
 - Date/Time range (Indicator Type)
 - Accession #

Outlier – Cause Association Task

Outlier Detail

Details

Resolve

Indicator: HCG Serum
Test Cat.: STAT
Threshold: 120

Order Date: 11/23/2015 11:05
MRN: 3000664156
AN: M51050
Test Code: HCGS
Receipt Tech: 1803
Result Tech: 1928-A

Receipt Start Time: 11/23/2015 11:12
Result End Time: 11/23/2015 13:23
TAT (minutes): 131
Overage (minutes): 11

← Performance/Outcome Data

Issues Found Between 11/23/2015 03:12 and 11/23/2015 17:23

Show 5 entries

Search:

Link to Outlier	#	Type	MRN	AN	Issue	Date/Time	Start Date/Time	End Date/Time	Instrument
Link	10713	Equipment			Equipment Down: TEL-49A uS METERING SEAL TIP 1 SEAL - SEAL FAILED. CD SERVICE REF # 1752205	11/23/2015 09:27	11/23/2015 09:27	11/23/2015 11:50	Vitros 2
Link	10714	Equipment			Equipment Down: vitros 2 down unable to run microslides , and vitros 1 slide jam at 1018.	11/23/2015 10:37	11/23/2015 10:18	11/23/2015 10:32	Vitros 1
Link	10715	Equipment			VITROS 1 RECURRING SLIDE JAM , ECO2 CARTRIDGE REMOVED. Dr. Devaraj and A West notified. Estella working on instrument	11/23/2015 11:00	11/23/2015 11:00	11/23/2015 11:52	Vitros 1

← Previously Documented EQL Issues

Alerts & Coordination

- Work-in-Progress
 - Testing Capacity Threshold Exceeded
- Pending Priority Samples
 - TAT Notification
- Massive Transfusion Protocol
- EC-Lab Triage System
- Coagulation Workup – Add Test
- Specimen Workup Coordination
 - Histology, Pathologist, Microbiology, Referred Testing, Bone Marrow Bench, Flow, Cytogenetics
- Utilization Management

Bone Marrow Workup

Existing Patient Issue

Issue #52879 originating from TCH Main Campus - Lab Bench: Hematopathologist.

*Patient Issue Sub Type: Pathologist Communication

Tech Code:

*Date and Time: 5/10/2017 14:37

☒ Enter Start and End Times

Start: 5/10/2017 14:37
End: 5/10/2017 16:45

MRN: 3001175895 Accession #: +1

*Issue Details:
patient Perez, Armando is getting a bone marrow today - flow is ON HOLD pending review of aspirate smears. Please expedite aspirate smears and bring to Dr. Marcogliese for review as soon as they are ready - do not diff. Thank you!

(Max. length = 2,000 characters), 1538 characters remaining.

Actions Taken:
slides brought to Dr. Marcogliese

(Max. length = 2,000 characters), 1934 characters remaining.

☐ Send to Event Tracker

☒ Notify Someone Else

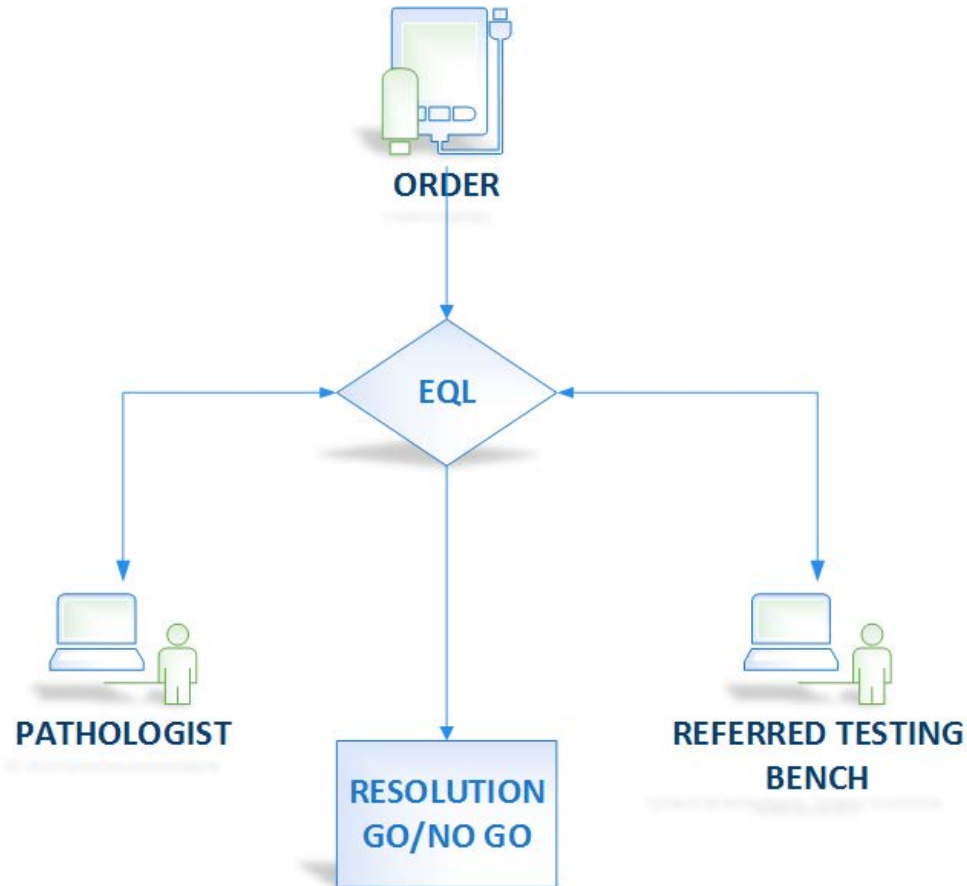
Add File to Issue

← Notification Initiated by Pathologist

Coordination of specimen(s) & testing for complex cases

← Notification shared w Bone Marrow bench, Cytogenetics, Flow Cytometry

Utilization Management



- Patient Issue – Review Esoteric Referred Testing
 - Esoteric Test Alert List

Utilization Management



TCH Main Campus Director View : Buffone, Greg



Issues

Reports

Requests

Workload

Users

Application Mgmt

Equipment

Patient

Staffing

Other

Modify View Change Password

Last 8 Hours Last 24 Hours Last 48 Hours Custom Range

Export Refresh

All issues between 5/14/2017 14:38 and 5/15/2017 14:38

Table last refreshed 5/15/2017 14:38 (refreshes every 10 minutes)

Show 25 entries

Search:

Issue ID	Type	Date/Time	Issue	Start Date/Time	End Date/Time	Lab Area	Bench	Instrument	Event #	Status
53384	Patient	5/15/2017 13:53	Add-On	5/15/2017 13:53		TCH Main Campus Pathologist - Pathologist	Coag Pathologist	N/A		Open
53383	Other	5/15/2017 13:47	Schedule changes	5/15/2017 15:00		TCH Main CampusMicro ALL	N/A	N/A		Open
53386	Patient	5/15/2017 13:44	Test Review: Main Campus/Pavilion: FACTOR 13 ACTIVITY	5/15/2017 13:44		TCH Main Campus	N/A	N/A		Open
53378	Patient	5/15/2017 12:36	Results not reported on time	5/15/2017 12:36		TCH Main CampusMicro Specimen Processing	N/A	N/A	24414	Open
53375	Patient	5/15/2017 12:13	Incorrect results reported/Appended report	5/15/2017 12:13		TCH Main CampusMicro Specimen Processing	N/A	N/A	24413	Open
53374	Patient	5/15/2017 12:10	Incorrect results reported/Appended report	5/15/2017 12:10		TCH Main Campus Microbiology - Culture Reading	Blood/CSF (1)	N/A	24412	Open
527679	Approval	5/15/2017 11:44	Main Campus/Pavilion: FACTOR 13 ACTIVITY	5/15/2017 13:44		TCH Main Campus Pathologist - Pathologist	Coag Pathologist	N/A		Open
53373	Patient	5/15/2017 11:20	Special Collection Required	5/15/2017 11:20		TCH Main Campus GenLab - Hem-Wing	Differentials	N/A		Open
525011	Checklist	5/15/2017 11:00	Retrieve Stago Stir-bars from StaClot Reagent 2 (STAR2)	5/15/2017 13:00		TCH Main Campus GenLab - Hem-Wing	Special Coag	STAR2		Open
524214	Checklist	5/15/2017 09:53	Micro QC Bench Weekly Checklist	5/15/2017 11:53	5/15/2017 15:43	TCH Main Campus Microbiology - Culture Reading	QC (QC Bench)	N/A		Open
53364	Equipment	5/15/2017 08:52	Other	5/15/2017 08:52		TCH Main Campus Microbiology - Culture Reading	AFB (5)	N/A		Open
524958	Checklist	5/15/2017 08:00	Anaerobes Bench WEEKLY QC	5/15/2017 10:00		TCH Main Campus Microbiology - Culture Reading	Anaerobes	N/A		Open

Pathologist Review

Order Info →

Provider Contact →

Approval →

Approval

Approval Task (ID #527679) For For Main Campus/Pavilion: FACTOR 13 ACTIVITY

Order Information

Test Code:	F13ACT	Test Name:	FACTOR 13 ACTIVITY REFERENCE TEST
CPT Code(s):	85290	Price:	\$394.00
Ordering Location:	(CCHC) TCHMC - HEMATOLOGY CENTER-CC		
Sample Received:	5/15/2017 1:44:00 PM	Receipt Location:	L3
MRN:	3002076769	AN:	M68907
Provider Name:	LEE-KIM, YOUNGNA J	Provider Type:	Physician
Provider Email:	yjleekim@txch.org	Provider Phone:	832-822-4200

"Approve", "Reject" or "Modify" the order (comments optional)

Approve

Reject

Modify

Comment (optional):

Task Created:	5/15/2017 2:08:37 PM
Task Performed On:	
Task Performed By:	
Task Performed IP-Address:	

Save **Cancel**

Utilization Management - Approved

EQL

Electronic Quality for Laboratories

All equipment issues for ID: 57 From: 4/1/2017 To: 4/30/2017

Issues

Reports

Requests

Workload

Users

Application Mgmt

Equipment

Patient

Staffing

Other

Modify View

Change Password

Last 8 Hours

Last 24 Hours

Last 48 Hours

Custom Range

Export

Refresh

All issues between 5/2/2017 13:23 and 5/3/2017 13:23

Table last refreshed 5/03/2017 14:43 (refreshes every 10 minutes)

Show 10 entries

Search:

Issue ID	Type	Date/Time	Issue	Start Date/Time	End Date/Time	Lab Area	Bench	Instrument	Event #	Status
52159	Patient	5/3/2017 14:08	Test Send: Main Campus/Pavilion: PROTEIN C ANTIGEN	5/3/2017 14:08		TCH Main Campus	N/A	N/A		Open
52157	Patient	5/3/2017 13:50	Add-On	5/3/2017 13:50		TCH Main Campus Pathologist - Pathologist	Coag Pathologist	N/A		Open
52155	Patient	5/3/2017 13:41	Add-On	5/3/2017 13:41		TCH Main Campus Pathologist - Pathologist	Coag Pathologist	N/A		Open
52154	Patient	5/3/2017 13:38	Pathologist Communication	5/3/2017 13:38		TCH Main Campus Pathologist - Pathologist	Coag Pathologist	N/A		Open
52153	Patient	5/3/2017 13:24	Other	5/3/2017 13:24		TCH Main CampusGenLab All	N/A	N/A		Open
52140	Patient	5/3/2017 07:23	Blood culture - Defect	5/3/2017 07:23		TCH Main Campus Microbiology - Specimen Processing	M - Maestro	N/A		Open
467713	Checklist	5/2/2017 22:00	Anoxomat Monthly Maintenance (Provue 2818)	5/3/2017 00:00		TCH Main Campus Blood Bank - Automation	Provue	Provue 2818		Open
52062	Patient	5/2/2017 15:11	Shared Sample	5/2/2017 15:11		TCH Main Campus	N/A	N/A		Open
52039	Other	5/2/2017 14:03	9 boxes to be picked up from area above Sherry's desk (6) and Catsie's desk (3). IS ticket INC19211112	5/2/2017 14:03		TCH Main CampusGenLab All	N/A	N/A		Open
52036	Patient	5/2/2017 13:01	Shared Sample	5/2/2017 13:01		TCH Main Campus GenLab - CHUC	STAR 1	N/A		Open

Wrap-Up

- Enable Effective Teams
 - Must improve ability to share information
 - Current EHR/LIS inadequate
- EQL value in Pathology
 - Efficient, timely communication
 - Reduction in errors of omission
 - Improved workflow coordination
 - Improved documentation of operations/issues
 - Operations data available for PI
- Integrate +EQL concepts in EHR/ LIS

EQI Design Team



Aaron West



Michael Dowlin