

Improving the input accuracy of patient and provider data in order to generate correct reports at the BCL

## **WHAT'S IN A NAME?**

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## AIM STATEMENT

- ✘ An opportunity exists to improve the accuracy of data input of patient and provider information beginning with patient specimens and request slips arriving at the laboratory and ending with accurate reports being returned to the correct provider. This effort should improve our overall compliance with HIPPA for the patients, providers and laboratory. This process is important to work on now because of increased stringencies of the HIPPA regulations. The Baseline measurement is defined as the following metric:  
Decrease the number of inaccurate patient demographics and/or provider information to 0%.

# SPECIMENS ARRIVE FOR SORTING

Sorting is complete



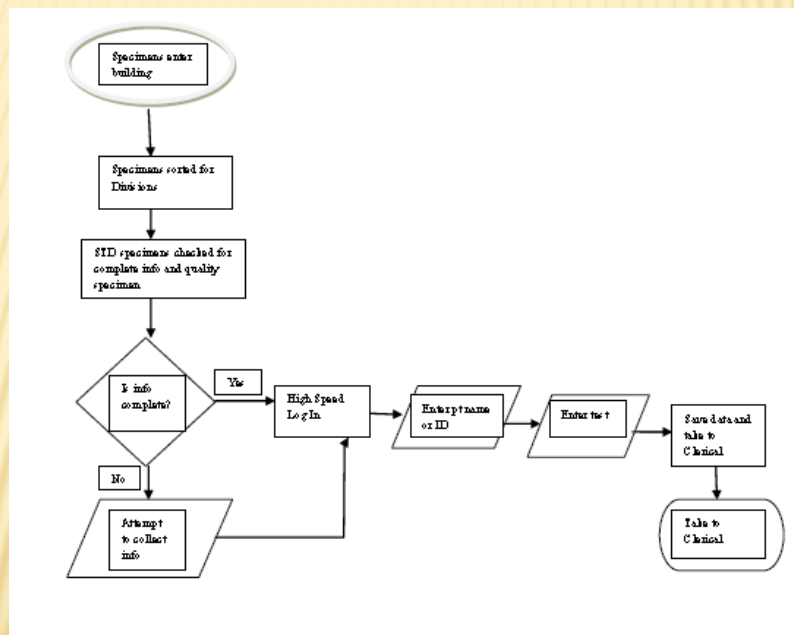
# HIGH SPEED LOG-IN



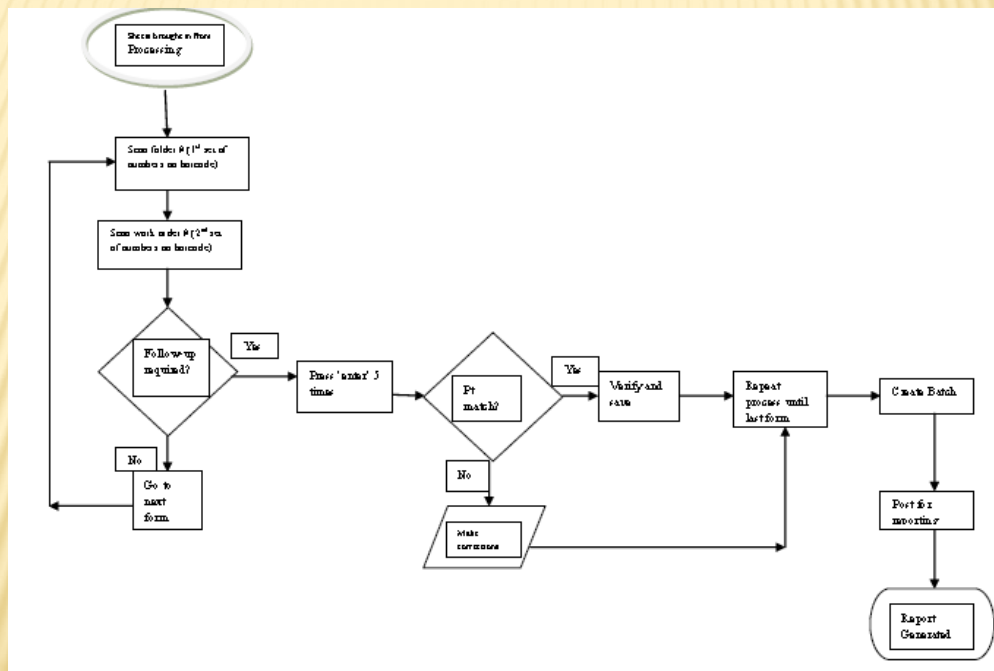
# MAKING LABELS FOR SPECIMENS MISSING INFORMATION



# PROCESSING FLOW CHART



# FOLLOW UP LOG IN BY CLERICAL



# ERROR TRACKING

Microsoft Excel - Error Tracking Form

Formula Bar: No corrections made; report was put in an envelope and mailed to All Kids Pediatrics of Opelousa, LA, by Diatherix Laboratories (M1308002856-01 was their

Date Error Found	Mailed or eMailed (Y/N)	Reported to ARIA (Y/N)	Date of Initial Report	Date of Corrected Report	Lab Number	Health Care Provider	Incorrect Value	
161	08/22/13	Y	Y	08/14/13	08/22/13	M1308012115-01	RUSSELL COUNTY SHERIFF DEPT - JAIL	N/A
162	08/22/13	Y	Y	08/14/13	08/22/13	M1308012117-01	RUSSELL COUNTY SHERIFF DEPT - JAIL	N/A
163	08/22/13	Y	Y	08/14/13	08/22/13	M1308012112-01	RUSSELL COUNTY SHERIFF DEPT - JAIL	N/A
164	08/22/13	Y	Y	08/14/13	08/22/13	M1308011773-01	RUSSELL COUNTY SHERIFF DEPT - JAIL	N/A
165	08/22/13	Y	Y	08/14/13	08/22/13	M1308012107-01	RUSSELL COUNTY SHERIFF DEPT - JAIL	N/A
166	08/23/13	N	N	08/05/13	08/23/13	M1308003520-01	JEFFERSON CO HD - CENTRAL HC	
167	08/26/13	N	N	NA	NA	M1308023793-01	GADSDEN REGIONAL MEDICAL CTR	GADSDEN FAMILY & STUDENT HEALTH
168	08/27/13	N	N	NA	NA	M1308025884-01	HSI - WOMEN'S PAVILION OB/GYN	HIV-EIA
169	08/29/13	N	N	NA	NA	M1308028744-01	MONROE CO HD MONROEVILLE	X1476486

Sheet1 | Average: 41512.77778 | Count: 80 | Sum: 373615 | 100% | 7:09 PM 10/21/2013



## DATA ANALYSIS

- ✘ Where many errors occur
- ✘ Inconsistency in data entry/investigation procedures
- ✘ Lack of training
- ✘ Trainers have no standardized processes

## WHAT'S NEXT?

- ✘ Work with LIMS team to standardize procedures
- ✘ Develop training plan for Processing and Clerical staff
- ✘ Reevaluate