

Laboratory Errors in BC

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Learning from Error

R
ecognize
eport
ecord
esearch
espond
eview

R

recognize

report

record

research

respond

review

Learning from Error

most important R!

R

recognize

report

record

research

respond

review

*If
you didn't
record it,
did it ever
exist...?*

R

recognize

report

record

research

respond

review

Learning from
Error

Opportunities for
Improvement List

OFls

OFI recording options

- ✓ OFI Form
- ✓ OFI Report
- ✓ BC Patient Safety Learning System

Internal Manual Document

Internal Electronic Document

External Data Base

BC Patient Safety & Learning System (BC PSLS)

- Launched in 2008
- Province-wide web-based safety event reporting system
 - First in Canada
 - Used by all BC health authorities
- All healthcare staff can report (100,000+ potential reporters)
- All sectors (acute, residential, community, ambulance)
- All areas of care, including laboratory
- Some patient and family reporting
- Central Office in Vancouver

In collaboration...

POLQM and BCPSLS have been working together to create an overview of reported laboratory errors in British Columbia

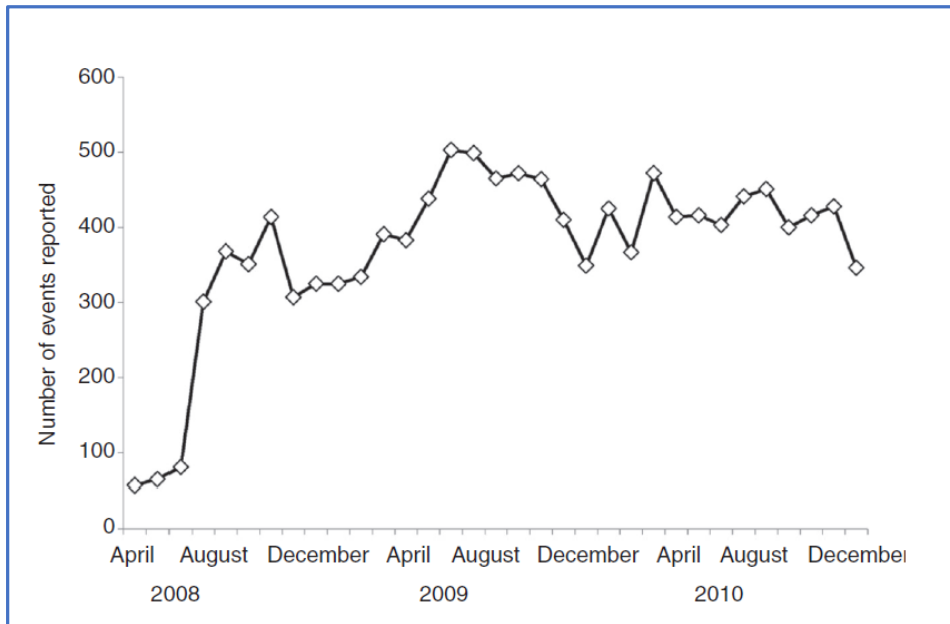
Three tranche of information:

2008 – 2010	12,278 Records
2011 – 2013	25,614
2015 -	>35,000

Information Gathered

- Number of Laboratories
- Year of Reporting
- Number of Errors
- Cycle Testing Phase
- Category of Error
- Reporter Role
- Reported Risk Assessment
 - Near Miss
 - 1 – no harm
 - 2 – minor harm
 - 3 – moderate harm
 - 4– severe harm
 - 5 – death

Results:

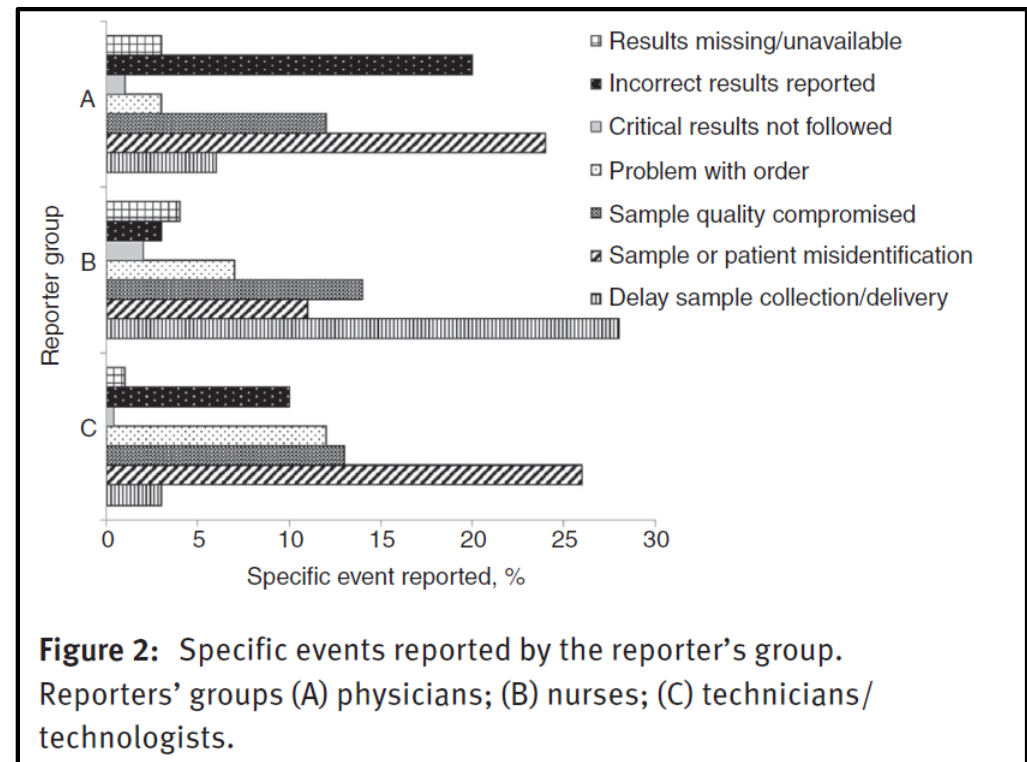


V Restelli, A Taylor, D Cochrane and MA Noble
Diagnosis (Berlin) 2017 Jun 27;4(2):79-86.

Who Reports Laboratory Errors?

Reporter's role	Total (%)
Allied health professional/HC employee	7650 (62)
Technologist/technician	1714 (14)
Nursing	1584 (13)
Medical professional	617 (5)
Other ^a	555 (5)
Not reported	163 (1)

^aSupervisor, manager, coordinator, unit clerk, administrative assistant, etc.



Testing Phase (3 years)

Year	Pre-examination		3 – Examination	4 – Post examination	5 – Other	Total
	Clerical/order entry	Collection/labeling				
2008	697	1118	112	341	3	2271
2009	1162	2616	275	974	6	5033
2010	1244	2535	296	876	28	4979
Total	3103	6269	683	2191	37	12283

76.3%

5.6%

17.8%

Testing Phase (6 years)

Year	Pre-examination		3 – Examination	4 – Post examination	5 – Other	Total
	Clerical/order entry	Collection/labeling				
2008	697	1118	112	341	3	2271
2009	1162	2616	275	974	6	5033
2010	1244	2535	296	876	28	4979
2011	2069	3904	1230	1658	164	9025
2012	2142	3632	1127	1752	115	8768
2013	1678	3372	1228	1403	135	7816
Total	8992	17,177	4268	7004	451	37,892

69.1%

11.3%

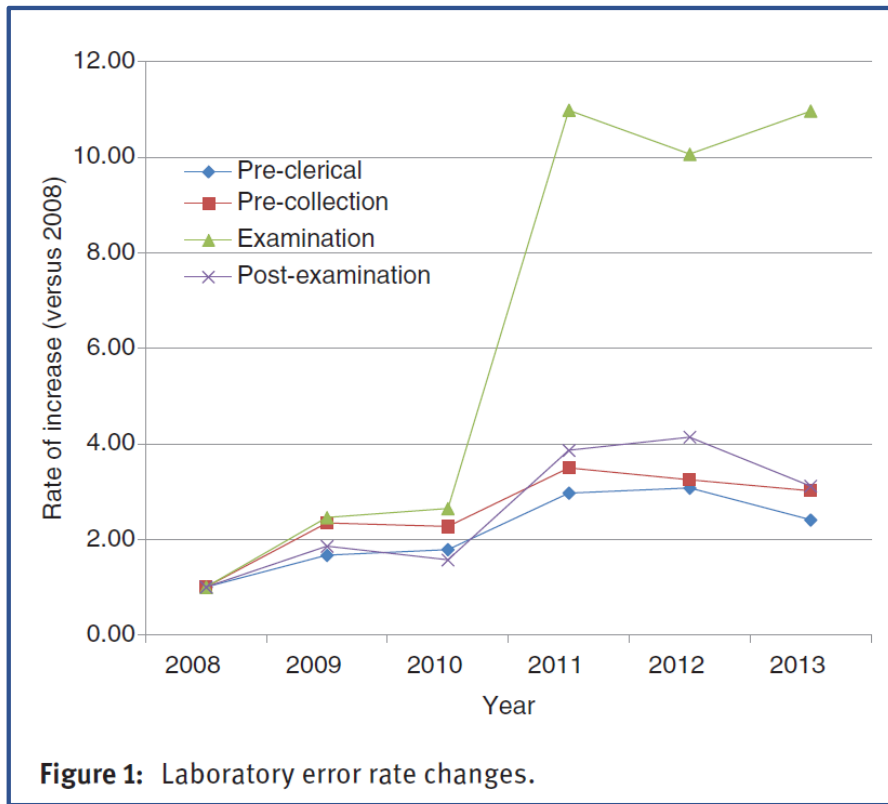
18.5%

Laboratory error reporting rates can change significantly with year-over-year examination.

Noble MA, Restelli V, Taylor A, Cochrane D.

Diagnosis (Berl). 2018 Mar 28;5(1):15-19.

Good News: Rate Change of Reporting



Examination Phase Reporting...

Examination Period	Examination Phase Error Reports	Examination Phase Error Reports Per Laboratory Per Year
2008 - 2010	683	3.0
2011 - 2013	3585	15.9

Improving but still suspiciously low?

Impressions

- BC Patient Safety Learning System on-line reporting system can be a useful tool to measure the amount of laboratory error in the province
- Over time the number of Laboratory Errors being reported is increasing, probably as a result of better reporting ?
- Laboratories are still uncomfortable about reporting their true number of Examination Phase Errors?

Take Away for Laboratory Quality

The truism that
MANY laboratory errors occur
BEFORE the sample even reaches the laboratory is
PROBABLY TRUE

The truism that
VERY FEW laboratory errors occur
while the sample is being tested in the laboratory is
PROBABLY FALSE

R
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ecord
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espond
eview

If
you DON'T
record it,
will it
go away...?