

Danbury Hospital Department of Pathology & Laboratory Medicine Technically Speaking

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GETTING THE MOST FROM CPOE: "The View from the Laboratory"

In the fall of 2004, Danbury Hospital began to implement Computerized Physician Order Entry (CPOE) for Laboratory orders. Concurrently, the Laboratory instituted the Phlebotomy Dispatch process. The dispatcher for this process is responsible for distributing phlebotomy staff to areas of need as well as shift to shift communication. In addition, the dispatcher reviews pending collections to prevent repetitive orders or venipunctures and serves as a central repository for information regarding those patients who are difficult draws or whose blood work must be repeated due to a missed venipuncture.

As a measure of the success of the Laboratory's Phlebotomy Dispatch efforts, 2004 year to date statistics were reviewed. Information was recorded for more than 2000 phlebotomy events. *The result was the prevention of more than 1200 needless venipunctures*. Although this number is impressive, there continued to be instances of repetitive venipunctures, duplicate orders, order errors, and lack of or miscommunication resulting in delayed response time. It became evident that implementation of key training points would help address these issues.

General guidelines when using "CPOE" –

➤ Review patient's electronic record PRIOR to placing orders – If there are no orders placed – place orders as follows:

ROUTINE <RT> - routine labs will default to the next collection time: 6am, 10am, 2pm, 6pm, 10pm, 2am

STAT <ST> - use clinical reasoning when ordering stat labs; misuse may cause response delay for those who truly need this service - the order will default to the date and time the order is placed and the label will print immediately

AM <AM> - will default for the next day as AM; rounds start at 6am and continue until all AM collections are complete

PNDDISAM <DA> - for patients pending discharge; will default for <AM> with a <ST> stat reporting priority

- ➤ If the patient has been drawn call the Laboratory at 7306 to see if the test(s) can be added on; this can avoid an unnecessary venipuncture. Add-on tests can only be added on by Laboratory staff.
- ➤ When ordering STAT <ST> tests notify the Nurse and the Unit secretary in order to insure that phlebotomy is notified and so that the Nurse is informed. If questions do arise, oftentimes the Nurse is unaware which orders have been placed and is unable to help. *Communication is Key!*
- ➤ When canceling test(s), especially STATs, notify Phlebotomy Dispatch at ext. 2648 to prevent the patient from being drawn. Notification of Dispatch must take place as soon as possible since often, a phlebotomist will have been dispatched for the stat draw.

Since Phlebotomy Dispatch staff monitors orders, the dispatcher may call to speak with the ordering physician. This call is meant to be helpful, not intrusive. CPOE, as a systems-based practice, offers the laboratory an opportunity to be aware and responsive to the larger context and system of health care. It illustrates the laboratory's responsibility to integrate available resources to provide optimal patient care, reduce cost and improve efficiency. Questions may be directed to Phlebotomy Dispatch, ext. 2648.

COMPLIANCE: Diagnosis Codes

Reminder: To properly bill patients' insurance companies, it is important that diagnosis codes are provided which signify the reason for ordering the tests. If proper codes do not accompany order(s), patients often become responsible for the payment of the requested services which causes displeasure to the patient. Please provide accurate diagnosis codes for all requested laboratory tests.

COMPLIANCE: Stark Amendment

In order to ensure compliance with the Stark Amendment, the Laboratory has initiated audits to monitor supplies sent to clients against the specimens returned to DH Laboratory for analysis. Supplies from Danbury Hospital Laboratory may only be sent to clients who are collecting specimens to be tested at the DH Laboratory. Supply requests should also be consistent with the type as well as volume of testing being sent to the Laboratory.

SERVICE EXCELLENCE: EKG Testing

In order to provide an enhanced level of Customer Service to our patients, effective 4/05, all requests for EKG testing in the Test Center will be by appointment only. EKG testing will be offered between the hours of 1PM and 3PM, Monday through Friday. Please call (203) 797-7306 to schedule appointments.

LABORATORY SAMPLE LABELING REQUIRMENTS

In an ongoing effort to guarantee a high level of patient safety and specimen integrity, Joint Commission requires at least two patient identifiers (neither to be the patient's location) be used to label laboratory specimens. Specimen labeling must be performed in the presence of the patient. Identifiers must include the patient's name, date of birth and/or Social Security number. This requirement applies to any specimen accepted by the Danbury Hospital Laboratory and includes those specimens collected by sources outside of the hospital. In addition to the patient identifiers noted above, all specimens must be labeled with the date and time of collection.

REVISED REFERENCE RANGE FOR HEMOGRAM/CBC

Please note: effective 3/15/05 a revised reference range for selected Hemogram/CBC results will appear on patient reports. Questions may be directed to the Clinical Microscopy section of the laboratory at ext.7333.

Danbury Hospital, Dept. of Laboratory Medicine 24 Hospital Ave., Danbury CT 06810 Client Services Rep: 797-7800. Specimen Pickup: 797-7306