

## Balancing the Challenges of Point of Care Quality and Patient Safety



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### Objectives

At the end of the session, participants will be able to:

- Increase communication amongst interdisciplinary teams
- Learn the importance of delivering meaningful information to testing personnel
- Identify how communication effects patient safety

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### Disclosures

- Nonfinancial - Member of Board of Directors, COLA Resources, Inc, receives no financial compensation
- Financial – Honorarium – Author for AAFP POL Insight 2015A: Quality Assurance Program for Physician Office Laboratories



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### Point of Care Coordinators

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### Point of Care Testing

JHM operates six academic and community hospitals.

- The Johns Hopkins Hospital- 1,059 beds and Johns Hopkins Bayview Medical Center - 545
- Howard County General Hospital – 267 beds
- Sibley Memorial Hospital – 318 beds
- Suburban Hospital – 229 beds
- All Children's Hospital – Named a top 50 children's hospital by U.S. New and World Report- 259 beds
- Johns Hopkins Community Physicians – 39+ sites, 400+ providers (primary and specialty care)
- Additional Ambulatory sites under JHU Mangement\*

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# Johns Hopkins Medicine

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# List of Current POCT

- ACT-LR, ACT Plus
- Specific Gravity
- Creatinine
- INR
- Hgb
- Urine HCG
- Urinalysis
- HBA1c
- Glucose, whole blood
- O2 Saturation
- pH
- Strep A
- Rapid HIV 1/2 Antibody
- Rapid HCV
- Urine Drug Screen
- PPM (Fern, KOH, Sperm-Qual, Postcoital mucus, Urine Sediment
- Tear Osmolality
- Fecal Occult Blood

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# Communication

**Attention:  
Toilet  
ONLY  
For  
Disabled  
Elderly  
Pregnant  
Children**

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 **JOHNS HOPKINS**  
UNIVERSITY

**Attention:  
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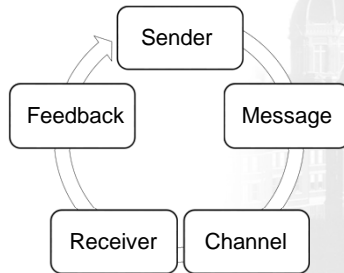
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## Communication Cycle



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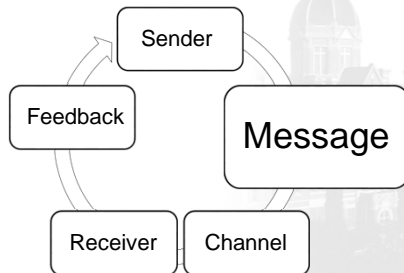
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## How Do You Deliver Your Message?



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## Suggestions from Hopkins

- Monthly Meetings
  - Testing Personnel
  - Unit Managers
  - Trainers
- Standards of Care (Monthly, as Needed)
  - Nursing Representation from every Discipline

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## Have You Considered?

- Host a monthly meeting with the major lab vendors such as Quest, Lab Corp and Johns Hopkins Medical Lab
  - Review cancellation reports
    - Trends in cancel reasons
    - Education
    - Supplies
    - Courier schedules
    - New Test Codes
    - New Specimen Collection Devices

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## Vendor Support/Training

- Utilizing Vendor Reps for support in training
- Vendor reps are brought into sites to perform on site training with our competency checklist
- Vendor reps have a great report with sites and reach out several times a year for support

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## More Tools

- Quarterly Flyers Published by Nurse Educations
- Screen Savers on Computers Across Hospital Campus
- Attending Team Huddles and Staff Meetings

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## Less Is More

- Nurse Educators can help POCC's learn how to trim down their message in order to have meaningful exchange of information
  - Nurses and clinical care teams techniques
  - Balancing clinical demands with laboratory regulation demands

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## Empathy In Communication

- Understanding someone else's perspective
  - How does it impact the nurse or tech if they have to troubleshoot QC on a meter when a patient is crashing and needs an urgent glucose result?

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## Empathy In Communication

- Let the nurse or tech state their point of view
  - While meeting regulatory requirements, you may still work with clinical teams to meet their needs
- Take the time to check regularly that the message is still meaningful

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## Good Communication Is Key For Patient Safety

"Poor communication is reported as the root cause in 70% of hospital sentinel events and in 40% of malpractice cases due to medical errors."

Keynote Session, Safety, Quality and Patient-Centered Care  
Peter Pronovost, MD, PhD, FCCM  
Sr. Vice President for Patient Safety and Quality  
Director of the Armstrong Institute for Patient Safety and Quality Johns Hopkins Medicine

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## Summary



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## Future Growth

- Standardized IT platform for Point of Care tests across 5 Hospitals and Ambulatory Medicine
  - Will allow for quality indicators across the enterprise
  - Will allow for centralized
- Standardized electronic medical record
  - Primary care and specialty care access
- Standardized laboratory information system
  - Harmonized test panels
- Standardized testing platforms
  - Chemistry and Hematology lines

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## Questions



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