



*Better health through
laboratory medicine.*

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

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



Point of Care Coordinators



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*



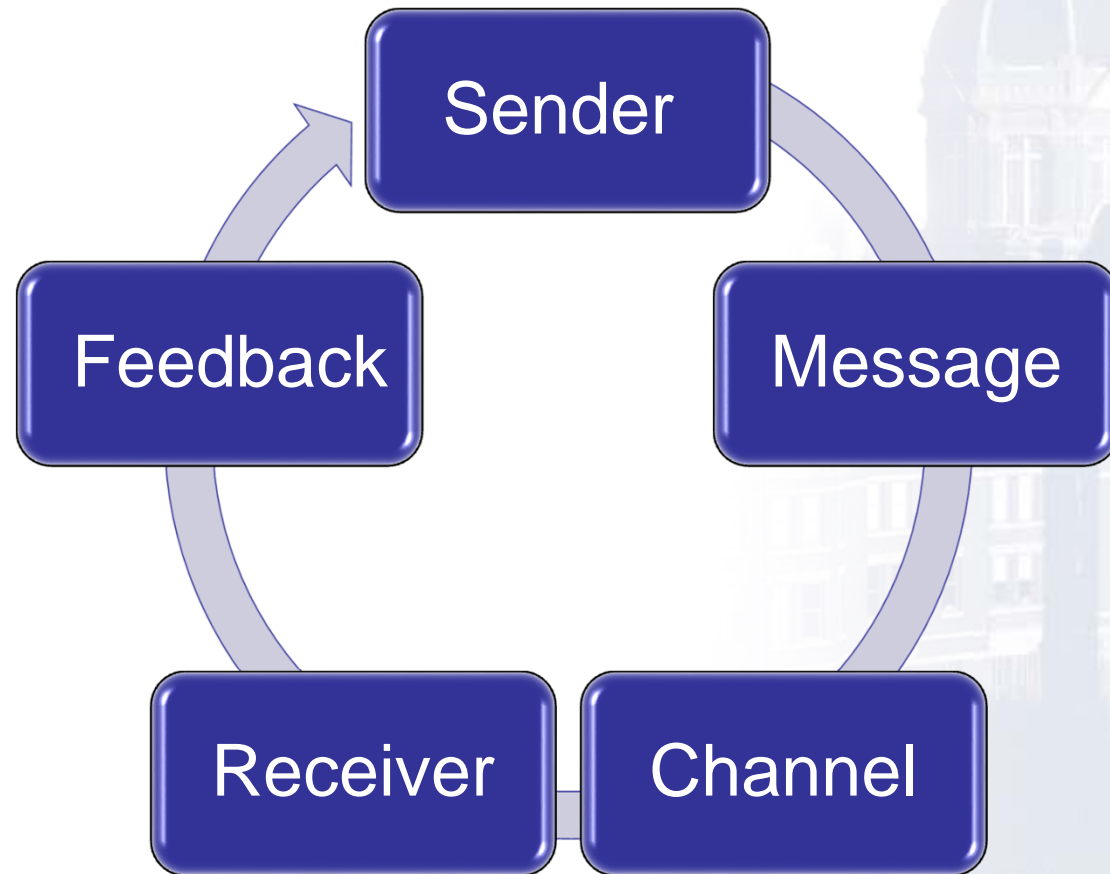
List of Current POCT

- 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

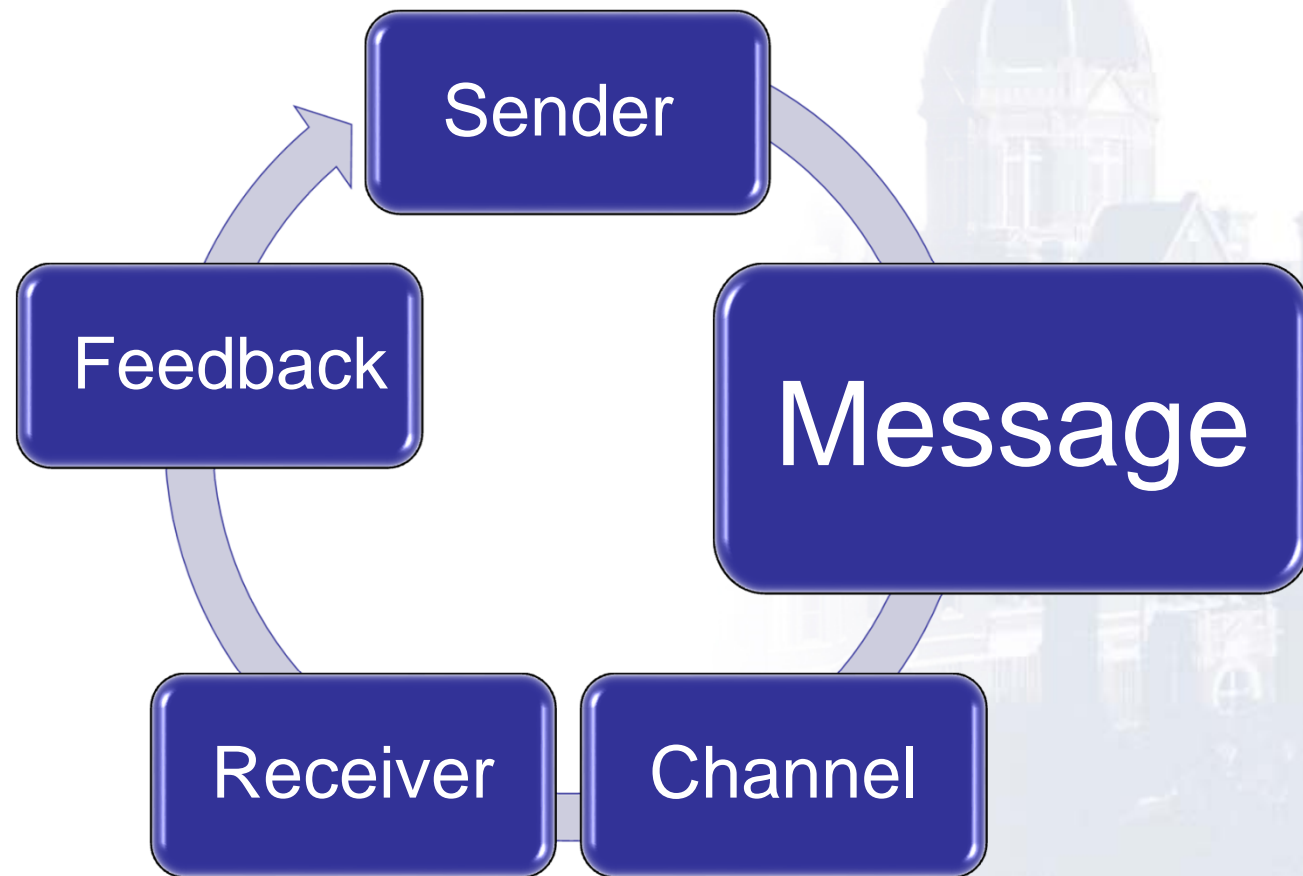
Communication

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

Communication Cycle



How Do You Deliver Your Message?



Suggestions from Hopkins

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

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

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

More Tools

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

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

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?

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

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

Summary

The single biggest problem
in communication is the
illusion that it has
taken place.

George Bernard Shaw

 BrainyQuote®

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

Questions



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Thank you for attending!

Please join Ms. Mumford in the networking lounge at 10:25am for an online Q&A chat.

Visit the Resource Room to get the CE code for this session.