The Future of Point of Care Testing

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Critical Care Lab Testing Belongs At The Bedside

Critical Success Factors

- Standardize the process
- Open communication
- Clear understanding of regulations
- Positive feedback for successes
- Immediate corrective action
- Access to information
- Lockouts and forcing functions
- PMA

Homework

1. IHI.org Improvement Map
2. Read Clin Lab News Article (Jul 11)
   http://www.aacc.org/publications/cln/2011/July/Pages/DesigningProcessesforPatientSafety.aspx
1. Take your camera to work
2. Sit down with a new operator before you train them and test your procedures
3. Five year plan
   - Tests to evaluate
   - Training Improvements

Designing Processes for Patient Safety

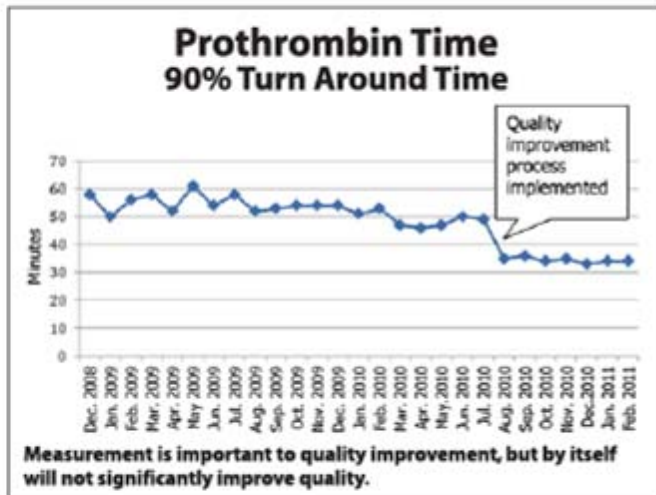## The Key is Finding the Vulnerabilities and Fixing Them

Richard Gitomer, MD, MBA, is chief quality officer for Emory University Hospital Midtown and is a general internist by training. He has led numerous improvement projects related to access, efficiency, and innovation in the ambulatory setting and care of patients with chronic conditions. Dr. Gitomer is a recognized leader in process improvement through his collaborations with the Institute for Healthcare Improvement and the Association of American Medical Colleges.

THIS INTERVIEW WAS CONDUCTED BY CORINNE FANTZ, PHD.

Prothrombin Time
90% Turn Around Time

Quality improvement process implemented

Measurement is important to quality improvement, but by itself will not significantly improve quality.

What are the three most important elements of safe process design?
The first is accounting for human factors. It is important to recognize that processes which rely on perfect human performance are incapable of high reliability. The second

Clinical laboratories routinely monitor key processes. Is it not enough to know what errors occur and why they occur? Measurement alone does not result in improvement, but it is essential for identifying areas that need improvement and for moni-

those vulnerabilities are fully understood, there will be safety and reliability shortfalls.

second process that ensures appropriate communication. This second process usu

"Don't be encumbered by history.   Go out and create something wonderful."

Robert Noyce, Intel