

Southfield Clinical Lab Audit Findings

Finding 1: Lab resources and equipment are not always available for use.

- LIMS reboot was necessary during 4/7 afternoon shift change last week
- 25/300 specimens received Monday had barcode errors
- Specimens are loaded into centrifuges when they arrive, rather than priority order
- Reagents for the Chempanel test often run out and must be pulled from the storeroom or delivered from the lab across town
- The Centaur machine is susceptible to power fluctuations from afternoon thunderstorms
- Barcode printer is often out of label stock
- Designated storage space cannot hold 30 days work
- Data upload often requires two or more attempts
- There is no defined way to immediately notify patient care provider when results appear critical

Finding 2: Samples do not flow through the lab efficiently.

- Specimen batches were received 2.5 hours late on Tuesday and Friday afternoon
- A sample listed on delivery manifest was not delivered
- Delivery was slightly ahead of schedule on Wednesday
- Retained samples are hard to find
- Supervisors generally review test results in the late morning and afternoon, rather than every hour
- Data upload often requires two or more attempts
- Analyzing technicians upload test results only after review by the shift supervisor

Finding 3: Documentation is inadequate for effective system performance.

- One specimen received on June 6 had an illegible label
- 17 percent of all specimen batches received the last 3 weeks had incomplete paperwork
- Specimens received in temporary containers require hand data entry
- Different report format and content, required by different clients, causes confusion in new-hires
- The “certified” stamp is not controlled and available for all to use
- There is no defined way to notify patient care provider when report will be delayed
- Last week, one client received another client’s results
- There is no defined way to immediately notify patient care provider when results appear critical