

Risk Mitigation in Hospitals

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Bedside
Glucose
Testing

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Saint Agnes Hospital

- 314 bed hospital
- Level 3 NICU
- Constrained budget due to building new 120 bed patient tower
- LifeScan SureStep FLEXX meters with wireless connectivity

Risk Mitigation

Definition

Steps taken to control or prevent a hazard from causing harm and to reduce risk to a tolerable or acceptable level

Risk Mitigation

Objective

To establish and implement appropriate strategies and effective measures in order to reduce risk associated with provided services to a level that is as low as is reasonably practical.

Risk Mitigation Framework

- **The Joint Commission (TJC) Waived Testing Standards**
- **POCT Committee or Hospital POCT Policy**

Risk Mitigation Framework

- Computer Equipment & Meter Software
- Middleware & LIS/EMR interface
- Meters with lockouts,
- QC & Proficiency Testing

Risk Mitigation Framework

- Documentation
- Occurrence Management
- Hospital Education Department

TJC Accreditation Standards

- Medical Director responsibility
- Operator training & competency - LIPs
- Package Inserts

POCT Committee or Policy

- A committee is great if you can get people to show up
- POCT Hospital-wide Policy

Computer Equipment

- Server configuration
 - RAID 1 array is good
 - RAID 3 is better
 - Server operating system

Manufacturer Software

- Patient result repository
- Operator certification tracking
- QC tracking reports

Software

- **Middleware to LIS to EMR**
- **Middleware audit reports**
 - Patients with duplicate tests
 - Patients with critical results
 - Patients with results of 0 or >500

Documentation

- Quality Plan, procedures & procedure notes, package inserts
- Training script
- Training checklist & competency quizzes
- Implementation documents

Occurrence Management

- Patients w/duplicate tests-outliers
- Patients with critical results without a “Notify MD or RN” comment
- Patients with results of 0 or >500
- Unacceptable QC
- Equipment Issues

Hospital Education

- Train all new employees
 - Glucose meter use
 - Hyper & hypoglycemia policies
- Assist with annual competencies
 - Online quiz
 - Competency Days

Meters

- **Validate before patient use**
 - Linearity study
 - QC in duplicate
- **Infection Control Issues**
 - Isolation patients
 - General precautions

Strips & Controls

- Large quantities of strips per order
- Maintain inventory of lot numbers
- Lot to Lot comparisons

Users & Uses

- **Users:**

- Physicians, Physician Assistants
- Nurses, Patient Care Technicians

- **Uses:**

- Labor & Delivery, OR, Resus

If Only.....

- Smarter meters that can tell if something is wrong with the specimen or the strip
- No result when sample is too small or too large

If Only.....

- Meter capabilities are standardized
 - Meters are sealed to protect from over-zealous cleaning
 - Perform competency quiz on meter
 - Result entry in meters for other manual tests

If Only.....

- 2 patient identifiers are scanned in from the ID band
- Smarter software, that allows for email notifications concerning certification & other information

If Only.....

- Ability to go back into meter & add a comment after the fact
- When the QC material has exceeded its expiration date after opening-the cap changes color

If Only.....

- Longer battery life
- Package inserts are flagged & dated when new information is included
- Strips are individually packaged with barcoded lot # info on the packaging

Closing Thought

**NO RESULT IS BETTER THAN THE
WRONG RESULT**

Questions

