**MEDICAL LABORATORY ERRORS**
**PROACTIVE**

**Step 1. Outline**

**What**
- Problem(s): Laboratory errors affect medical care
- Proactive

**When**
- Date: Different, unusual, unique
- 45% to 71% of errors happen before test performed
- Laboratory testing

**Where**
- Task being performed

**Impact to the Goals**
- Patient Safety: Risk of impact to patient treatment
- Employee Impact: Incorrect information from lab testing
- Compliance: ?
- Organization: ?
- Patient Services: Risk of impact to patient treatment
- Environmental: N/A
- Property, Equip, Mtls: Risk of unnecessary treatment
- Labor, Time: ?

**Step 2. Cause Map**

- Patient Safety Goal Impacted
- Patient Services Goal Impacted
- Property Goal Impacted
- Labor Goal Impacted

- Risk of delayed treatment
- Risk of not receiving necessary treatment
- Risk of unnecessary treatment
- Delayed diagnosis
- Incorrect assessment of lab testing
- Incorrect diagnosis
- Incorrect information from lab testing
- Employee Impact Goal Impacted

- Lab results associated with wrong person
- Specimen contaminated
- Contaminated during handling
- Contaminated during testing
- Equipment failure
- Incorrect entry into computer
- Wrong test performed
- Wrong test ordered

- Possible Solutions: Barcode systems for identification
- Possible Solutions: Standardized quality control procedures
- Possible Solutions: Lab expert available for interpretation
- Possible Solutions: Read back for verbal reporting
- Possible Solutions: Standard format
- Possible Solutions: Electronic transmission of reports
- Possible Solutions: Use two patient identifiers
- Possible Solutions: Label specimen in patient's presence

**Why?**

- Effect
- Cause

**NOTE:** Read the Cause Map from left to right with the phrase "Was Caused By" in place of each arrow.