Patient Safety Indicators

Pre-analytic:

- **Phlebotomy associated adverse events:**
  - hematoma
  - multiple phlebotomy attempts >3
  - fainting
  - lapse in infection prevention/hand hygiene
  - skin reaction to tape/bandage/latex
  - sharps left in patient bed

- **Patient Identification:**
  - wrong patient drawn
  - failure to use 2 patient identifiers

- **Specimen Identification**:
  - unlabeled
  - mislabeled

- **Order Entry:**
  - incorrect or wrong patient demographics entered
  - test(s) ordered on the wrong patient
  - incorrect clinician entered
  - incorrect test or procedure ordered
  - wrong blood product ordered

- **Specimen integrity:**
  - contamination
  - hemolysis
  - fibrin clots
  - insufficient volume
  - inappropriate sample
  - lost or destroyed sample
  - specimen drawn above an intravenous line (diluted or contaminated)
  - improper temperature maintained

- **Effective use of Clinical Laboratory Services:**
  - inappropriate test(s) requested
  - inappropriate test frequency (too few or too many)
  - test requested at inappropriate time (e.g. therapeutic drug monitoring)
  - failure to order the appropriate test (failure to follow clinical practice guideline or clinical pathway)

Analytic:

- **Verify accuracy of abnormal test results:**
    - failure to verify abnormal or critical POCT result with clinical laboratory service
    - failure to recognize specimen integrity issues that affect test results
    - failure to recognize specimen process errors that affect test results

Post-analytic:

- **Wrong blood product dispensed/administered**

- **Communication of Test Results**:
    - test results not communicated to clinician
    - critical values not reported within defined timeframe to clinician
    - failure of timeliness in communication of results with clinician

- **Effective Utilization of Test Results**:
    - incorrect interpretation of test results
    - failure to order follow-up test(s)
    - continuing to re-order the same laboratory test

- **Outcomes of laboratory testing:**
    - failure to follow a best practice protocol (consider coagulation monitoring, therapeutic drug monitoring)
    - failure of Provider to notify patient of abnormal test results and required next steps