



Improving Critical Value Confirmation and Disposal Efficiency with Continuous Quality Control Index Monitoring

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Background & Objective

In cases where examination values are critical, the clinician must be notified immediately and provide medical care for patients. Our hospital set up "automatic notification and response function system for critical value", there is still room for improvement. The purpose of this project is to use quality indicators in order to monitor continuously, enhance the effectiveness of communication between medical care personnel, and to improve the effectiveness of the transmission and response of critical value reports.

Standard Methods & Process

Establish a backup system for the emergency notification and response system of emergency value and implement dual-track implementation. The Critical value reports of the out-patient department are : (1)Automatically sent via text messaging to physician for notification and response and (2) Paper-based notification for reply. 10 cases are chosen monthly to ensure treatment records, follow-up response rates and the treatment rate are all within parameters. Results of the samples are reported at the hospital's meeting monthly.

Relevance to HPH

The hospital monitors the quality indicators monthly, analyzes the reason for discrepancy, finds improvement measures, and communicates the result with doctors and nurses. Establishing a complete notification and response mechanism, and adopting a dual-track approach, will help to control the patient's condition at any time. This will also maintain the safety of the patient's medical treatment, reduce the risk of medical injury and improve the quality of care.

Results

From 2015 to 2019, the confirmation rate of the hospital's critical value notification was 97.64%, 98.42%, 98.64%, 98.81% and 98.84%, respectively. In 2019, growth rate was negligible due to ward renovation. The follow-up response rates for out-patient critical value notifications during the period 2015 to 2019 were 99.00%, 99.58%, and 99.94%, 99.93% and 100%, respectively. Both physicians and nursing staff responded as soon as possible.

Conclusion

This research project uses a dual-track (digital and paper-based information) to improve patient safety. At the same time, medical examination colleagues can understand the difficulties in the implementation of clinical work by doctors and nurses, and test the clinical treatment methods of critical values. It is expected that the system will continue to meet the needs of the users to improve the medical quality.

Figure 1 The confirmation rate of the hospital's critical value notification(Threshold>99.0%)

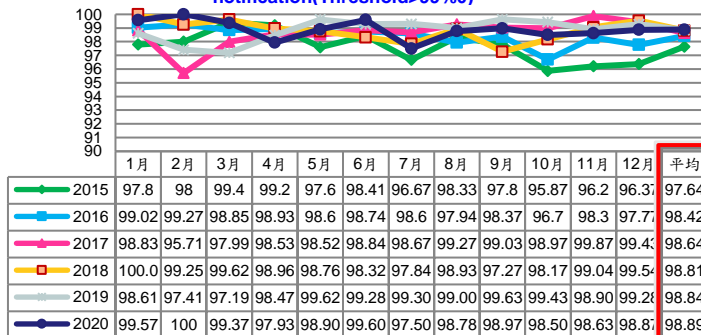


Figure 2 The follow-up response rates for out-patient critical value notifications -(Threshold>99.0%)

