



Enrich Your Job and Boost HCAHPS Scores Research & Team Resources

3. To Err is Human

Team Huddle Question: Where in our area are errors made? Why? How are patients negatively impacted? What will we do about this?

Research:

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Baum S. 5 ways to reduce medical errors associated with lab specimens. *MedCity News*. July 31, 2012. <http://medcitynews.com/2012/07/5-ways-to-reduce-medical-errors-associated-with-lab-testing/>. Accessed May 13, 2015.

Novis D. Avoiding errors in the lab. *Medical Laboratory Observer News*. November 2011. <http://www.mlo-online.com/articles/201111/avoiding-errors-in-the-lab.php>. Accessed May 13, 2015.

Valenstein PN, Meier F. Outpatient order accuracy: a College of American Pathologists Q-Probes study of requisition order entry accuracy in 660 institutions. *Archives of Pathology & Laboratory Medicine*. 1999;123(12):1145-1150.

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Howanitz PJ, Renner SW, Walsh MK. Continuous wristband monitoring over 2 years decreases identification errors: a College of American Pathologists Q-Tracks study. *Archives of Pathology & Laboratory Medicine*. 2002;126(7):809-815.

Nakhleh RE, Zarbo RJ. Surgical pathology specimen identification and accessioning: a College of American Pathologists Q-Probes study of 1,004,115 cases from 417 institutions. *Archives of Pathology & Laboratory Medicine*. 1996;120(3):227-233.