

Summary of CPOE Improvement Meetings as of June 26th

What Was Discussed:

The group focused on improving laboratory draw procedures and especially how these procedures are handled by Sunquest. We focused heavily on improving the process for the AM draw.

We also discussed test duplication between panels and individual tests, for example orders for both a CA and a BMP, and brainstormed different troubleshooting techniques. Some investigation still needs to be done to find all of the causes of these errors, and we will discuss the results of that investigation at our next meeting.

What Has Happened:

Our new residents were given a list of the top ten things to do when ordering laboratory tests in ORCA. Numbers one and two instructed them to check the patient's chart, read the OLTG, and educate themselves about which tests are included in the major panels.

What Will Happen:

ORCA order numbers should start appearing on requisitions in the very near future (sometime between a few weeks and a few days).

The PM team will continue to educate the nurses on the ORCA workflow and especially on how their input on the ORCA affects the quality of work that we perform in the lab.

New ordering options will be added to make it easier for providers to order one-time AM labs. The hope is that this will encourage providers to order AM labs for only one day at a time, and thus will hopefully reduce the number of duplications.

What Might Happen:

Orders may be seen and received by the lab independent of "Completing the Task." This means that lab would no longer be involved with the nurses' Tasks, and we would receive orders as soon as they are entered. Some investigation still needs to be done to ensure that cancellations performed on our end would not cause any errors in ORCA and vice versa. However, if all goes well, we may be Task free within just week or so!

We may no longer have routine lab draws between 0000 and 0600 (STAT and Timed draws only). This means that all lab collects that would otherwise be drawn as routine at 0200 or 0400 would now be drawn with the AM labs in the hopes of preventing duplicates. We would thus receive mostly STAT and a few Timed lab collects between 0000 and 0530.