

Pathology PSN: How to report events (Event type Use)

-Remember, you need to make a call on those events which must be followed up immediately, such as: broken equipment, water problems, security issues, codes, legal department issues, etc... Do not use PSN in order to report things that need immediate notification or fix. Follow the normal chain of command; then after the event is resolved, report in PSN!

-Do not use Harm Score of "A" for events involving patients. This harm score is to be used for environmental events which do not directly involve patients.

Event:	PSN Event type	Suggested Harm Score	Additional comments to enter in PSN description.
<ul style="list-style-type: none"> Incorrect patient ID at registration 	Patient K: Other / Miscellaneous 7. Missing or incorrect pt id	≥D	-For phlebotomy events enter <u>Phlebotomy</u> . -For Autopsy events enter <u>Autopsy</u>
<ul style="list-style-type: none"> Behavioral (assault by patient, staff or visitor, sexual assaults/rape, suicide attempt, self harm/injury, threat by patient, death in restraints, confrontational behavior, etc... 	Patient H. Behavioral Many categories to choose from		
<ul style="list-style-type: none"> Type and Cross <u>not</u> ordered / received before procedures Mis-draw specimens. BB labeling issues 	Patient G- Transfusion 4. Event related to blood product sample collection	≥D	<ul style="list-style-type: none"> - Surgical procedures - Before faxed request. - Misdraw - Incorrect labeling (missing phlebotomist signature, missing 1 identifier only etc.)
<ul style="list-style-type: none"> Blood transfusion event (event related to blood product administration/dispensing or distribution, sample collection, wrong component issued or requested, patient transfused with wrong blood and did not cause reaction, etc...) 	Patient G. Transfusion (several categories to select from) 3- Event related to blood product dispensing or distribution. 6- Wrong component requested 8- Wrong patient requested 11- Special product needed not issued	B1 or B2	

Event:	PSN Event type	Harm Score	Additional comments to enter in PSN description.
<ul style="list-style-type: none"> Transfusion medicine forms in patient chart incomplete 	G- Transfusion 12. Blood consent missing /incomplete	B2 or C	<ul style="list-style-type: none"> - Incomplete - missing
<ul style="list-style-type: none"> Confidentiality disclosure, Privacy inadequate 	Patient A. Other/Miscellaneous 5. Privacy inadequate 6. Confidentiality disclosure	B1	
<ul style="list-style-type: none"> Critical value notification: <u>unable to communicate CAV</u> (unable to find provider, unable to determine who is the provider , requisition missing provider info) 	Patient J-Care communication/Records 9 Provider not available. & E-Error related to procedure/Treatment/ Test Detail #7-delay or failure in communication of critical /panic results	E	- State reason for delay in reporting
<ul style="list-style-type: none"> Critical value Notification (Read back refusal/ not performed appropriately by receiver) 	Patient J-Care Communication /Records 9. Comm. inadequate with other providers. & E-Error related to procedure/Treatment/ Test Detail #7-delay or failure in communication of critical /panic results	D	- State reason for delay in reporting
<ul style="list-style-type: none"> Consent related (laboratory test) Patient procedure. ex. bone marrows bx /aspirates , fine needle aspirates, and Therapeutic pheresis 	Patient E. Error related to procedure/treatment 1. surgical/invasive procedure problem b. Consent missing & 2-Laboratory problems Detail # 1 -Requisition incomplete or missing information	B2	-clarify consent- laboratory issue in description (Missing vs incomplete)

Event:	PSN Event type	Harm Score	Additional comments to enter in PSN description.
<ul style="list-style-type: none"> Housekeeping (Inadequate supplies, trash not collected, response to emergency spills, environmental hazards) 	<p>Other B. Environmental hazard</p>	A	
<p>Laboratory</p>			
<p>Mislabeled/ Unlabeled Specimens Resulting in Significant Events.</p> <ul style="list-style-type: none"> All surgical Pathology specimens *All Blood bank specimens Wrong patient Mislabeled / unlabeled specimens All Blood gas specimens from any clinical unit “Superstat Heme8, Protime, APTT from OR’s, ICU’s, CVDL Antibiotic and therapeutic drug levels (timed specimens) All specimens collected from neonates Specimens requiring repeat of invasive procedures 	<p><u>Patient</u> E. Error related to procedure/treatment</p> <p>-Specimen mislabeled (includes wrong patient) -Specimen label missing -Specimen label incomplete -Specimen label illegible -Specimen label does not match requisition</p>	E	<p>* <u>Transfusion events</u> must be entered under: G- Transfusion- 4 -Event related to product sample collection <u>Note:</u> in description the type of labeling issue, make sure they are entered by using the exact same wording each time.</p> <p>-Specimen mislabeled (includes wrong patient) -Specimen label missing -Specimen label incomplete -Specimen label illegible -Specimen label does not match requisition</p>

Event:	PSN Event type	Harm Score	Additional comments to enter in PSN description.
Mislabeled/ Unlabeled Specimens <ul style="list-style-type: none"> Events related to site mislabeling of specimen / requisition ex L vs. R(w/ description) Mislabeled requisition / mislabeled specimen 	Patient <u>Laboratory events</u> E. Error related to Procedure/Treatment/Test 2-Laboratory problems Detail # 3 - specimen mislabeled - specimen label does not match requisition	D	
<ul style="list-style-type: none"> Specimen unlabeled /incomplete labeled. Requisition unlabeled /incomplete 	Patient <u>Laboratory events</u> E. Error related to Procedure/Treatment/Test 2-Laboratory problems Detail # 3 -label missing -label incomplete -label illegible	D	Unlabeled vs Incomplete
<ul style="list-style-type: none"> Delay in result reporting 	Patient <u>Laboratory events</u> E. Error related to Procedure/Treatment/Test 2-Laboratory problems Detail #7 - Delay in results reporting	D	

Event:	PSN Event type	Harm Score	Additional comments to enter in PSN description.
<ul style="list-style-type: none"> Incorrect result released 	Patient <u>Laboratory events</u> E. Error related to Procedure/Treatment/Test 2-Laboratory problems Detail #7 - Incorrect result released	$\geq C$	
<ul style="list-style-type: none"> Result reported to incorrect provider 	Patient <u>Laboratory events</u> E. Error related to Procedure/Treatment/Test 2-Laboratory problems Detail # 7 - Result reported to incorrect provider	$\geq D$	
<ul style="list-style-type: none"> Pneumatic tube problem <ul style="list-style-type: none"> -delay in delivery - lost in delivery - sent to wrong location Before entering event notify Facilities of pneumatic tube system problem @ # 955-5770	Patient <u>Laboratory events</u> E. Error related to Procedure/Treatment/Test E -2 : Laboratory test problem Detail #4 - Specimen loss, breakage, compromise or delay in transport & C. Equipment /Supplies / Devices 4- Equipment malfunction	D	Include the originating tube station as well as the destination tube station.

Event:	PSN Event type	Harm Score	Additional comments to enter in PSN description.
<ul style="list-style-type: none"> POCT Glucose/HemoCue/ ACT meter concerns specimen quality issue 	<p>Unit will notify POCT Office If there is a broken meter issue or failed Q/C problems- POCT personnel will report in PSN.</p> <p><u>C-Equipment/Supplies/Devices</u> 3. Equipment not available. 4. Equipment malfunction 5. Equipment wrong or inadequate 6. Inadequate supplies 7. Operator training or knowledge problems</p>	<p>≥D</p>	
<ul style="list-style-type: none"> Patient Fall 	<p>Patient D. Fall</p>	<p>Institutional harm score</p>	
<ul style="list-style-type: none"> Staff Exposure to body fluids or chemicals or drugs 	<p>Must follow existing protocol, and should not be entered in to PSN.</p>		
<ul style="list-style-type: none"> Visitor Exposure to body fluids or chemicals or drugs 	<p>Visitor D. Exposure to blood or body fluids E. Exposure to chemicals or drugs</p>	<p>≥D</p>	