

Learnings for Best Practices of Critical Value Alert in Laboratory Quality Management System

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ABSTRACT

A cross-sectional study was conducted at a tertiary health care centre in India during year 2018 to 2019 to provide a standard for good laboratory practice, to increase the clinical effectiveness, patient safety and operational efficiency and designing better and more evidence-based systems for timely notification of laboratory results. The entire data was obtained from reports generated by hematology and clinical pathology laboratory recorded in critical call back log register. These laboratories reported 86727 critical values out of 394213 performed test. The majority of critical callbacks (83.8%) resulted from testing performed in the Hematology. The most common called back were Hemoglobin and Total WBCs count. We recorded maximum 52% call back from inpatient department followed by emergency department 35% and outpatient department 13%. The mean time between entering value in the critical callback register and conveying the information to the patient location or ordering clinician was 60 minutes for IPD, 120 minutes for OPD and 30 minutes for ED. The study inferred that each laboratory must have at a modus operandi to alert critical results.