**Analysis of data observed from Rejected Samples Logbook**

**Month: March 20xx**

|  |  |  |  |
| --- | --- | --- | --- |
| Reasons for Rejection | Gen Ward | Paeds | Maternity |
| 1. Clotted | 7 | 4 | 0 |
| 1. Labeling Errors | 0 | 4 | 0 |
| 1. Hemolyzed | 5 | 12 | 4 |
| 1. Inappropriate Container | 0 | 0 | 0 |
| 1. No request form | 2 | 0 | 0 |
| 1. QNS | 1 | 7 | 0 |
| 1. Others | 0 | 2 | 0 |
| Total | 15 | 29 | 4 |

**Data from Sample Received Logbook (Month: March 20xx)**

|  |  |
| --- | --- |
| Ward | No. |
| Gen. Ward | 40 |
| Paeds | 220 |
| Maternity | 50 |
| Surgical | 40 |
| Private | 50 |
| Total | 400 |

**In-Patient Lab Specimen Flow Process**

| **Step** | **What happens?** | **Who’s responsible?** | **Observations** |
| --- | --- | --- | --- |
| **1** | Lab test order is made (written on the patient chart) | Clinician |  |
| **2** | Ordered test is transcribed into the appropriate blank lab result slip | Nurse  Clinician |  |
| **3** | Specimen is collected  Note: Sputum, urine, stool – collected by patient | Nurse  Clinician  Labtech | Lab Users Handbook – available at Paeds  Blood collection tubes were available  Syringe (5ml), needle gauge 21, 23, 25)  Patient Attendant (PA) is actually the one collecting the samples at Paeds between 2200 to 0600. Interview with PA revealed that it is only her 4th month on the job and that she has not read the lab user’s handbook as it was missing during her orientation. She knows how to collect blood but without formal training. She collects the samples when directed by the nurse/clinician to do so.  Interview with Nurse/Clinician revealed that they were overwhelmed in the past 3 months due to understaffing and increase in patient volume due to Malaria season.  Interview with lab manager: Lab tech on-call is called for emergency cases only; the samples are normally collected by nurses/clinicians. There is no lab shift covering 10pm to 6am due to understaffing. |
| **4** | Specimen is transported/delivered to the lab | Nurse,  P/A  Labtech |  |
| **5** | Appropriate information recorded in specimen received logbook at lab sample receiving area | Nurse,  P/A  Labtech |  |
| **6** | Specimen with requisition slip is received  -signature is affixed on specimen logbook | Labtech | Proper handover of most samples between the PA/nurse and the tech does not happen. The PA/nurse who delivers the sample logs the sample in the received logbook and leaves it there without feedback (whether sample is acceptable or not) from the tech who is supposed to receive the sample. |
| **7** | Specimen accepted or rejected based on meeting acceptance criteria | Labtech | The samples are rejected at the sample reception area. Samples may also be rejected at the testing area e.g. Chemistry, Haematology, Microscopy |
| **8** | When samples are rejected, a sample rejection form is filled and sent to the ward for sample redraw or recollection | Lab tech | No feedback was given by the lab tech to the ward |

**Rejected Samples Log Book**

Reasons for Rejection codes: **1** clotted **2** Labeling errors **3** hemolysed **4** inappropriate container/tube **5** no request form **6** QNS-Quantity Not Sufficient **7** others

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Date**  **dd/mm/yy** | **Patient Name** | **Location** | **Specimen** | **Tests ordered** | **Reason(s) for Rejection** | | | | | | | **Time**  **Received**  **Ward informed** | **Rejection Notice**  **Received by**  *(at ward)*  **Tech** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7**  **(specify)** |
| 1/3/xx | 1119178 | Paeds Ward | Blood | Na+, K + |  |  | X |  |  |  |  | 0600 |  |
| 1/3/xx | 2235623 | Paeds Ward | Blood | ALT, AST |  |  | X |  |  |  |  | 0600 |  |
| 2/3/xx | 4172340 | Paeds Ward | Blood | FBC | X |  |  |  |  |  |  | 0610 |  |
| 2/3/xx | 2245634 | Paeds Ward | Blood | FBC |  |  | X |  |  |  |  | 0610 |  |
| 2/3/xx | 2114576 | Gen Ward | Blood | FBC | X |  |  |  |  |  |  | 1230 |  |
| 3/3/xx | 3121689 | Maternity | Blood | Gluc |  |  | X |  |  |  |  | 1410 |  |
| 3/3/xx | 4056712 | Paeds Ward | Sputum | AFB |  |  |  |  |  |  | Unsuitable – saliva | 0800 |  |
| 4/3/xx | 9270432 | Gen Ward | Urine | Routine UA |  |  |  |  |  | X |  | 0900 |  |
| 5/3/xx | 2241567 | Paeds Ward | Blood | Bilirubin |  |  | X |  |  |  |  | 0605 |  |
| 5/3/xx | 2614567 | Paeds Ward | Blood | FBS, Chem 7 |  |  |  |  |  | X |  | 0605 |  |
| 5/3/xx | 6547128 | Paeds Ward | Sputum | AFB |  | X |  |  |  |  |  | 0605 |  |
| 6/3/xx | 3412784 | Gen Ward | Blood | FBC |  |  | X |  |  |  |  | 0600 |  |

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| **Date** | **Patient Name** | **Location** | **Specimen** | **Tests ordered** | **Reason(s) for Rejection** | | | | | | | **Time**  **Received**  **Ward informed** | **Rejection Notice**  **Received by**  *(at ward)*  **Tech** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7**  **(specify)** |  |
| 6/3/xx | 3413589 | Paeds Ward | Blood | RBS, BUN, Creat |  |  |  |  |  | X |  | 0610 |  |
| 6/3/xx | 4336712 | Paeds Ward | Sputum | AFB |  | X |  |  |  |  |  | 0610 |  |
| 6/3/xx | 9820432 | Gen Ward | Blood | FBC | X |  |  |  |  |  |  | 0900 |  |
| 9/3/xx | 55453744 | Paeds Ward | Urine | Routine UA |  |  |  |  |  | X |  | 0600 |  |
| 10/3/xx | 96746335 | Gen Ward | Blood | FBC | X |  |  |  |  |  |  | 1300 |  |
| 10/3/xx | 26161675 | Maternity | Blood | BUN, Creat |  |  | X |  |  |  |  | 1400 |  |
| 12/3/xx | 34264652 | Paeds Ward | Blood | FBC |  |  | X |  |  |  |  | 0610 |  |
| 12/3/xx | 2175634 | Gen Ward | Sputum | AFB |  |  |  |  | X |  |  | 0830 |  |
| 16/3/xx | 1349178 | Paeds Ward | Blood | Na, K, Cl |  |  | X |  |  |  |  | 0600 |  |
| 16/3/xx | 2165623 | Paeds Ward | Blood | ALT |  |  | X |  |  |  |  | 0600 |  |
| 18/3/xx | 4532340 | Paeds Ward | Blood | FBC | X |  |  |  |  |  |  | 0604 |  |
| 19/3/xx | 9850432 | Gen Ward | Blood | FBC | X |  |  |  |  |  |  | 0830 |  |

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| **Date**  **dd/mm/yy** | **Patient Name** | **Location** | **Specimen** | **Tests ordered** | **Reason(s) for Rejection** | | | | | | | **Time** | **Rejection Notice**  **Received by**  *(at ward)*  **Tech** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7**  **(specify)** | **Received**  **Ward informed** |  |
| 19/3/xx | 1319178 | Gen Ward | Blood | FBC |  |  | X |  |  |  |  | 0830 |  |
| 20/3/xx | 2135623 | Paeds Ward | Blood | ALT |  |  | X |  |  |  |  | 0604 |  |
| 20/3/xx | 4572340 | Paeds Ward | Blood | FBC | X |  |  |  |  |  |  | 0604 |  |
| 22/3/xx | 2145634 | Paeds Ward | Urine | Routine UA |  |  |  |  |  | X |  | 0605 |  |
| 23/3/xx | 2314576 | Gen Ward | Blood | FBC | X |  |  |  |  |  |  | 0845 |  |
| 24/3/xx | 3421689 | Maternity | Blood | Gluc |  |  | X |  |  |  |  | 0700 |  |
| 25/3/xx | 4356712 | Paeds Ward | Sputum | AFB |  |  |  |  |  |  | Unsuitable – saliva | 0600 |  |
| 26/3/xx | 9870432 | Gen Ward | Sputum | AFB |  |  |  |  | X |  |  | 0800 |  |
| 26/3/xx | 2341567 | Paeds Ward | Blood | Total Bil |  |  | X |  |  |  |  | 0610 |  |
| 27/3/xx | 2314567 | Paeds Ward | Blood | ALT, AST |  |  |  |  |  | X |  | 0605 |  |
| 27/3/xx | 6547128 | Paeds Ward | Sputum | AFB |  | X |  |  |  |  |  | 0605 |  |
| 27/3/xx | 3412784 | Gen Ward | Blood | Creat |  |  | X |  |  |  |  | 0930 |  |

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| **Date**  **dd/mm/yy** | **Patient Name** | **Location** | **Specimen** | **Tests ordered** | **Reason(s) for Rejection** | | | | | | | **Time** | **Rejection Notice**  **Received by**  *(at ward)*  **Tech** |
| **1** | **2** | **3** | **4** | **5** | **6** | **7**  **(specify)** | **Received**  **Ward informed** |  |
| 28/3/xx | 1313178 | Gen Ward | Blood | FBC |  |  | X |  |  |  |  | 0600 |  |
| 28/3/xx | 2134623 | Paeds Ward | Blood | ALT |  |  | X |  |  |  |  | 0615 |  |
| 28/3/xx | 4574340 | Paeds Ward | Blood | FBC | X |  |  |  |  |  |  | 0615 |  |
| 28/3/xx | 2145634 | Paeds Ward | Urine | BUN |  |  | X |  |  |  |  | 0615 |  |
| 29/3/xx | 2313576 | Gen Ward | Blood | FBC | X |  |  |  |  |  |  | 0605 |  |
| 29/3/xx | 3424689 | Maternity | Blood | Gluc |  |  | X |  |  |  |  | 0608 |  |
| 29/3/xx | 4355712 | Paeds Ward | Blood | FBC |  |  |  |  |  | X |  | 0612 |  |
| 30/3/xx | 9871432 | Gen Ward | Blood | Total Bil |  |  | X |  |  |  |  | 0610 |  |
| 30/3/xx | 2340567 | Paeds Ward | Blood | Na+, K + |  |  | X |  |  |  |  | 0615 |  |
| 31/3/xx | 2313567 | Paeds Ward | Blood | ALT, AST |  |  |  |  |  | X |  | 0610 |  |
| 31/3/xx | 6542128 | Paeds Ward | Sputum | AFB |  | X |  |  |  |  |  | 0610 |  |
| 31/3/xx | 3413784 | Gen Ward | Blood | FBC | X |  |  |  |  |  |  | 0930 |  |