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INFLUENCES ON QUALITY

- Regulatory
- Education
- Quality Management
- Fiscal

CAP Q-PROBES STUDIES

- Digoxin 23K Toxic 25% Improper
- Solitary BC 290K Sets 10.0% Solitary
- Phlebotomy 2.3M requests 6.8% Unsat
- Phlebotomy 30K Pts 16.6% Bruised
- Pt. Wristbands 2.5M Pts 2.7% Errors
- Lab Orders 225K 97.1% Done

CAP Q-PROBES STUDIES

- Blood Culture 500K 2.5% Contaminated
- Specimen OK 7.9M CBC 0.45% Reject
- P.T. Failures 54K Tests 1.4 % Fail
- Critical Values 13K 5.0% Not Found
- Lab Results 224K 2.5% No Order
- Ca Results 5500 3.5% Not Charted

CAP Q-PROBES STUDY

- Ca Results 5500 23.1% No Note
- Report Errors 62K 4% Serious
- Computer Down 12K/Mo 14.3Hr/Mo
- MD Satisfaction 4579 MDs 4.0/5.0
- AM Rounds Tests 80K 95% OK
- ED TAT 13K 0 Change 10y

LABORATORY PERFORMANCE (%CV)

	»	BUN	GLUCOSE
• 1949		63.5	16.3
• 1969		13.3	8.0
• 1983		8.2	5.3
• 1996		4.4	4.2

SURVEY 39% ? ENROLL

- Already Monitoring 11.7%
- Budgetary Constraints 27.2%
- Staffing Constraints 16.8%
- No Interest 11.6%
- Too Time Consuming 8.1%
- Too Difficult 8.3%
- Not Applicable 5.1%
- Other 11.4%