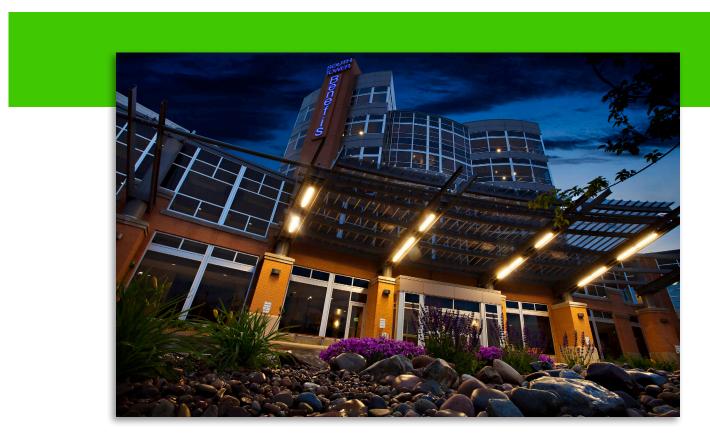# iatricSystems™

Benefis Health System Eliminates Mislabeled Specimens with iatricSystems MobiLab®

Objective: Benefis Health System is committed to achieving The Joint Commission's National Patient Safety Goals, and number one on that list is to identify patients correctly. As part of this effort, the Benefis laboratory set a very specific goal: to improve patient safety by eliminating mislabeled specimens.

Situation: Benefis Health System is a comprehensive acute-care hospital located in Great Falls, Montana. Benefis serves nearly 230,000 residents across a 15-county region and is recognized as one of America's 100 Best Hospitals for 2013 by HealthGrades.com. The hospital has 516 licensed beds across two campuses, and operates in a MEDITECH 6.x environment (version 6.07 in 2013).

Solution: Benefis is using iatricSystems™ MobiLab® to ensure positive patient identification, positive specimen identification, and accurate specimen label printing at the bedside. Now deployed on all in-patient units, the solution combines wireless mobile devices, bar code readers, and portable label printers, all integrating seamlessly with the MEDITECH 6.x LIS.

Results: Now, zero is the number of patient identification and specimen labeling errors whenever MobiLab is used to collect specimens. In addition to preventing errors, MobiLab handhelds provide real-time notification of STAT orders and improve collaboration between phlebotomists, so work gets done faster. MobiLab also makes it much easier for Benefis to demonstrate positive patient identification during CAP reviews.

> "Since we went live with MobiLab® we haven't had a single mislabeled specimen."
>
> – Kelsy Diekhans, MT (ASCP)
> Clinical Laboratory Scientist and Laboratory Systems Coordinator
> Benefis Health System

Every hospital strives to prevent labeling errors when collecting specimens. Using iatricSystems MobiLab®, Benefis Health System has eliminated them entirely. The 516-bed acute-care hospital is using MobiLab to ensure accurate patient identification and specimen labeling for all inpatient specimen collection across its two campuses, and the solution is working flawlessly in its MEDITECH 6.x environment.

"Eliminating mislabeled specimens was our number one goal, and the best way to do that was to stop using pre-printed labels and start using MobiLab," explains Kelsy Diekhans, Clinical Laboratory Scientist and Laboratory Systems Coordinator at Benefis Health System. "Now that we're labeling at the bedside, we've gone from 3-5 serious labeling errors per month down to zero. Since we went live with MobiLab, we haven't had a single mislabeled specimen."

Simplifies Specimen Collection while Preventing Errors

MobiLab combines wireless handheld devices, bar code scanning, and bedside label printing to ensure positive patient identification and prevent labeling errors.

Real-time communication with the LIS allows orders to appear on the handheld devices immediately, reducing the need to return for additional draws. It also prevents uncertainty about assignments, especially for STAT orders. "There are so many situations where the MobiLab handhelds resolve those types of issues," Kelsy notes, adding that the handhelds also provide a valuable collaboration tool. "For example, someone might have difficult draws that are taking longer than expected. Phlebotomists check their handhelds to see who's running behind so they can help them when they're finished with their own work."

Julie Ramsey, Kelsy Diekhans, Kathy Shryne, Jill Lewis

Before choosing MobiLab, Benefis carefully evaluated available options. "I polled many sites that were using phlebotomy handhelds, and iatricSystems MobiLab came up again and again as the best product, with excellent support," explains Julie Ramsey, Clinical Informatics Analyst. "Then I visited another Montana hospital where phlebotomists were already using MobiLab, and they not only loved it, they didn't know how they had ever lived without it. That really sealed the deal for us."

Made CAP Accreditation a Breeze

Kelsy adds that MobiLab also helped Benefis demonstrate positive patient identification as part of their CAP inspection. "Several questions in the CAP checklist pertain to patient identification. Because specimens are labeled correctly, with the right label matched to the right patient, the questions were easy to answer."

Peace of Mind — as a Caregiver and as a Patient

"Trying to enforce positive patient identification used to be a constant battle — but no longer," Kelsy says. "Imagine: it's 5:00 a.m., you have a handful of labels, you walk into the wrong room, you don't look at the patient's wristband closely enough and you draw the wrong patient. Using MobiLab, those types of mistakes just don't happen."

Kelsy appreciates the safety impact of MobiLab even more because she's not only a Benefis clinician; she's also a patient. "When I had my son, it was very reassuring to know that my blood had my name on it."

> "MobiLab works flawlessly in our MEDITECH 6.0 environment."
>
> – Julie Ramsey,
>   MT(ASCP), CLS(NCA)
>   Clinical Informatics Analyst
>   Benefis Health System