Laboratory Quality Improvement - Projects and Toolkits

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Quality and Patient Safety

- Quality laboratory practices, patient safety, and improved clinical outcomes are the goals of many agencies and professional organizations.
- Frequently groups of experts convene to study the status of quality practices and develop guidance to support compliance and quality improvement.
- The next presentation will focus on two such efforts from:
  - The Agency for Healthcare Quality and Research (AHRQ)
  - CDC Division of Laboratory Programs, Standards, and Services (DLPSS)
Introduction to Quality Improvement Tools for Managing Laboratory Testing in Ambulatory Settings

- **Milton “Mickey” Eder, PhD**
  - Director of Research and Evaluation, Access Community Health Network, Chicago, IL

- **David R. West, PhD**
  - Director, Colorado Health Outcomes Program (COHO)
  - Vice-Chair for Research and Associate Professor, Department of Family Medicine, University of Colorado, Denver
Quality Improvement Projects

- **Agency for Healthcare Research and Quality (AHRQ)** funded a patient safety research project: “A Toolkit for Improving Your Office Testing Process” led by Dr. Milton Eder
  - Toolkit pdf
  - Webinar

- **DLPSS** funded a Colorado Performance Measures Project: An evidence-based tool kit and implementation guide, "Quality Improvement for Laboratory Testing Processes in Primary Care” has been developed by Dr. David West and his team
  - Toolkit & process map
  - Implementation guide
Questions for Discussion

• How can these tools for measurement of quality improvement in Physician office laboratories be broadly disseminated and implemented to educate personnel?

• How can the impact of the tools be evaluated?

• What additional tools are available or should be developed?

• Which professional laboratory or healthcare organizations could collaborate with HHS to reach these laboratories or testing sites?