

AUDIT OF ON-LINE ADD-ON BIOCHEMISTRY TESTS

INTRODUCTION

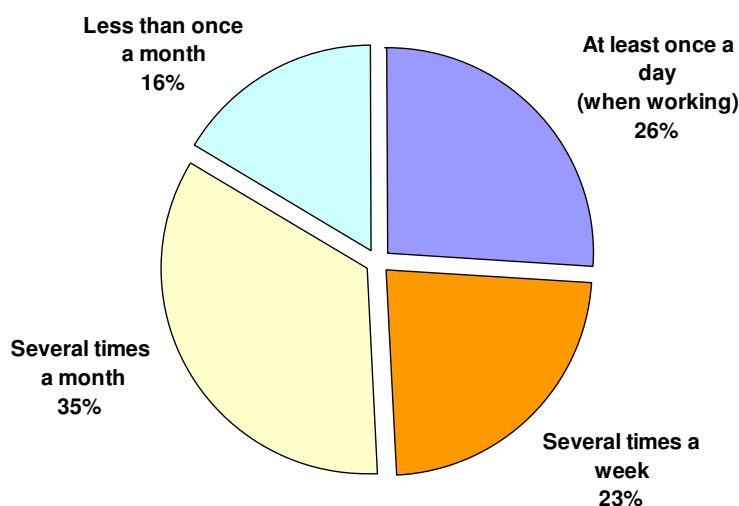
A pilot system was introduced in December 2008 for adding on Biochemistry tests to samples already collected and sent to the laboratory. Dissemination that this system was in place was by 'word of mouth'; i.e. Pathology reception staff informed callers for test 'add-ons' of the on-line system and a link to this was put on the front page of the electronic Pathology Handbook.

Users of the on-line add-on system were asked to complete a short on-line questionnaire via a link on the 'success page' displayed following an on-line add-on request.

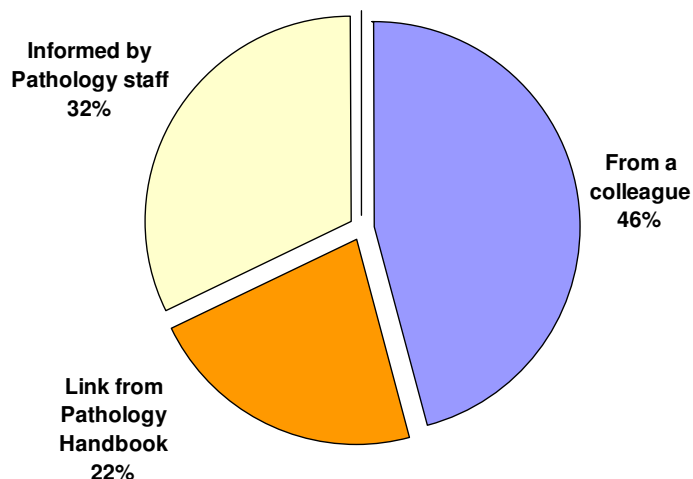
The volume of add-on requests has rapidly grown, presumably due to the availability of the on-line add-on system, from about 10 a day when telephoning was required to almost 50 per day.

RESULTS

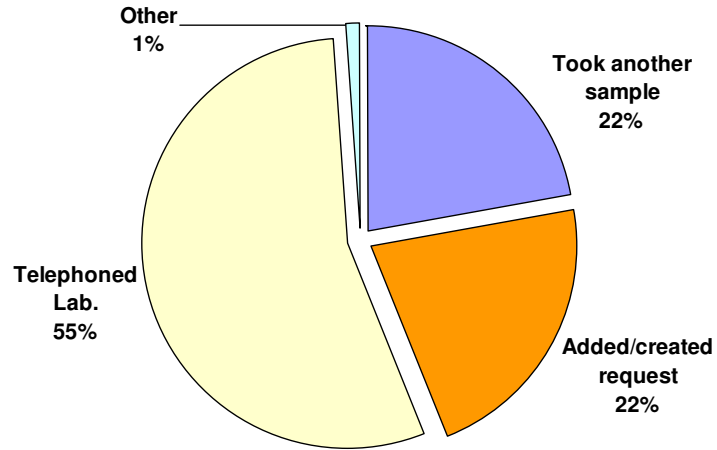
Q1 How often do you use on-line add-on?



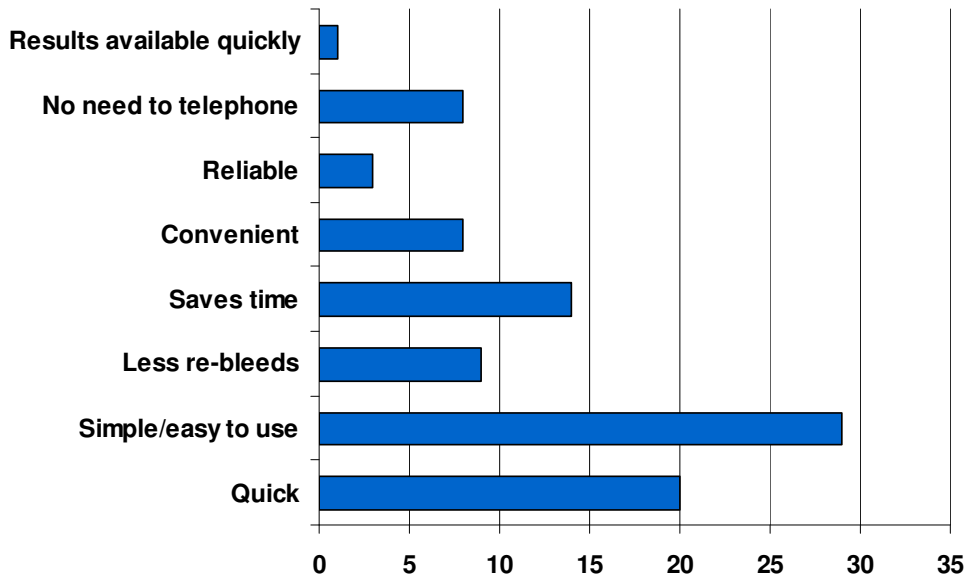
Q2 How did you hear about this ?



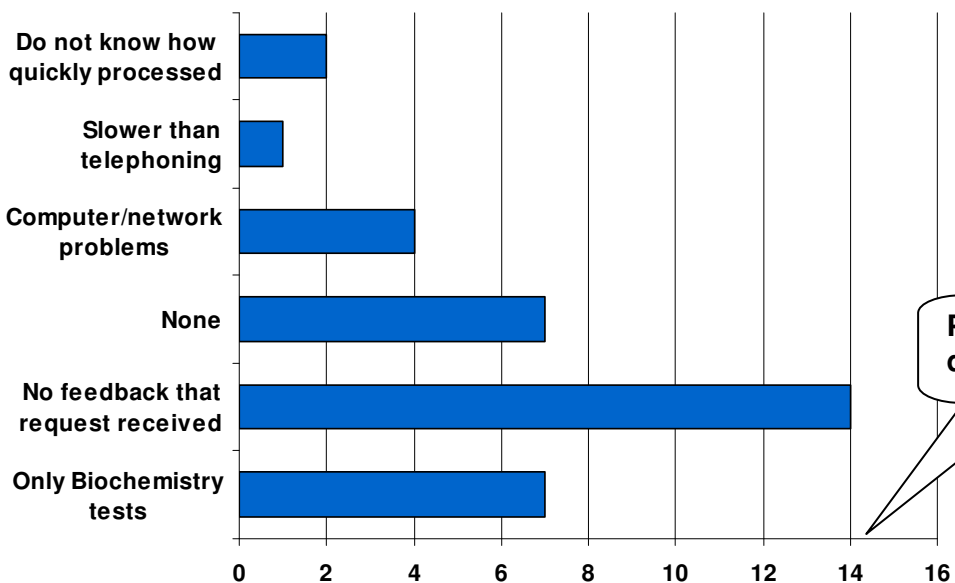
Q3 Before you used the on-line add-on form, how did you manage 'add-on tests'?



Q4 What are the BEST aspects of the on-line add-on system?

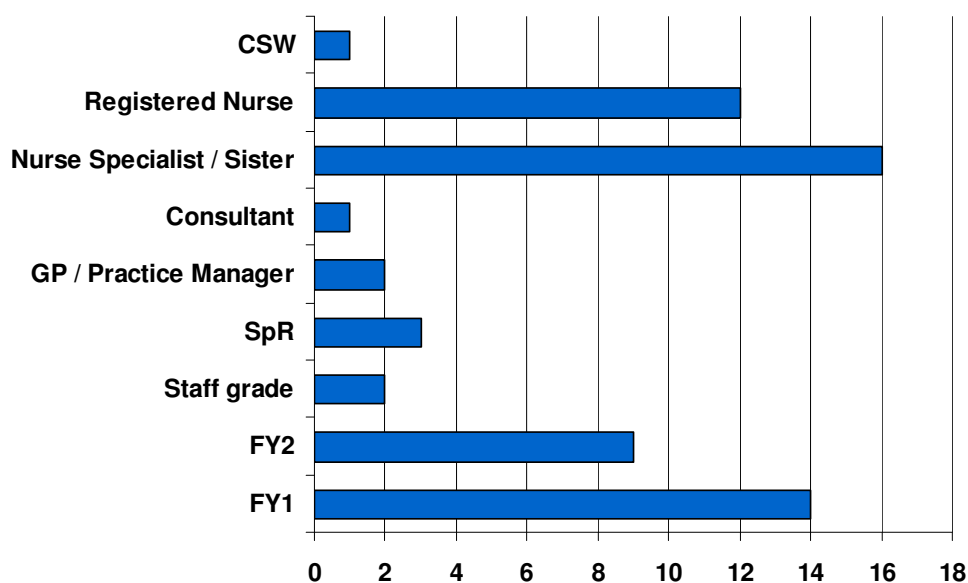


Q5 What are the WORST aspects of the on-line add-on system?



Please note different scale!

Q6 Your Details (grade / profession)



RESULTS

The on-line add-on test system is frequently used with half of requesters using the system several times a week and a quarter at least once a day. Although informing staff of the system was initially from Pathology, nearly half of users now hear about it from colleagues.

Prior to its introduction, only 55% of requesters telephoned Pathology to add-on tests, preferring to either take another sample (22%), or create another request / add onto an existing request for the phlebotomist to take a sample (22%). This suggests that the on-line add-on system has led to a significant reduction in re-bleeds for patients.

Users appreciate the speed and simplicity of the system and the saving in time that it provides. The biggest criticisms of the system are that there is no instant feedback that the add-on request has been received and processed, and that the system is not available for Haematology and Microbiology tests. It was particularly noted that Hba1c is not available although usually seen as a Biochemistry test.

Finally, a wide cross-section of different grades and professions use the add-on system with nursing staff and junior doctors doing the majority of work!

CONCLUSION

The pilot on-line add-on system has proved a valuable tool for clinical staff and will be continued. There are good logistical and scientific reasons why the majority of Haematology and Microbiology tests are not available on-line, but the feasibility of adding Hba1c to this system will be explored.