

# 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?