DATA INNOVATIONS
Simple Ideas, Better Solutions

Webinar Q&A: University of Iowa Autoverification

Question 01:	*What kind of mechanism do you use to help identify critical values that are auto-verified?* *Where do you document the call [to the floor or requesting physician]? Is the call documented in the LIS, do you have a call center?*

This is a common question – "If you are autoverifying do you just stop calling [for critical values]?".

That documentation of the call is no different than if it is auto-verified or manually verified. If it autoverifies, it still prints out or notifies them telling the laboratory staff and/or call center that they still need to make the call and document it.

We document it in the LIS. We do have a call center that operates mostly during business hours although it has expanded its hours. Either way, whether the call center or the laboratory staff, they are still doing the documentation as not doing so would be against regulations.

We track and heavily audit our critical value calling to make sure it is still occurring and documented appropriately. The fact that you autoverify does not change the fact that you document that call.

Question 02:	*Who wrote your rules in Instrument Manager, how long did it take and who maintains them?*

The rules were initially written with some help from the vendor, but they were written by our laboratory staff. Initially we had two or three key individuals and then it became four. They wrote the rules and maintained them over time.

You certainly can get help from the vendor and now there are preset rules available. Back in 2005 there was less available at the time so when we started, the staff that had gone to training and learned how to write rules and really started cautiously writing some limited rules and worked our way up from there. Now vendors have more options and more preset rules.

On the Hematology side – We had two Hematology staff that were quite interested in writing rules for that discipline. They were trained, learned how to develop rules and are now doing that.

Webinar Q&A: University of Iowa Autoverification *(continued)*

Question 03:	*Do you suspend autoverification by analyzer or by individual tests and do you use rules to suspend validation.*
We can suspend by either method. If there was a problem we would have a manager / supervisor on call to direct what should be done. On our various shifts we also have staff empowered to decide but we can do it by either method.	

Question 04:	*Do you manage QC in DI [Instrument Manager] or your LIS?*
A lot of our QC is actually maintained in another third-party product. So it is not really in either system. We have our Quality Control information sent from our instruments to Instrument Manager and Instrument Manager sends it to our third-party software (Bio-Rad Unity Real Time™).	