SUBJECT/TITLE: GUIDELINES FOR MONITORING AND CORRECTION OF TECHNICAL ERRORS

PURPOSE: To monitor technologist performance to reduce the risk of adverse events.

DEFINITION: None

POLICY:

This policy establishes guidelines for additional education and criteria for evaluating employees should there be repeated errors. Use of a time out to verify correct exams and double identifier to verify correct patient can significantly reduce errors.

PROCEDURE:

1. Types of errors to be monitored: patient identification, side marker, incorrect patient and incorrect exam. These types of errors place patients at risk for misdiagnosis and treatment and expose the patients to unnecessary radiation.

2. If an exam is sent to the central archive with incorrect patient identification or side marker, the ordering physician should be notified immediately upon discovery of error.

3. An archive correction form must be filled out and given to image management for corrections to be made.

4. Technologist’s errors will be monitored and considered as a part of the technologist’s annual performance appraisal.

5. It is suggested that 1 – 5 errors would result in a ranking of 2 “occasionally does not meet standard”. Greater than 5 errors in one year would result in a 1 “needs significant improvement”. The rankings above are guidelines; supervisors should evaluate employees on an individual basis.

6. Any employee who has more than 5 errors per year will participate will receive additional instruction related to the types of errors made.