Preanalytical Cost of Poor Quality Model
Preanalytical errors – what’s the real cost to your healthcare system?

It is estimated that 70-85% of clinical decisions are based upon information derived from laboratory test results\(^1\)\(^2\), so ensuring optimal sample quality is crucial to the patient, clinician and the efficiency of your hospital. The role of the laboratory in providing a quality service to achieve this goal is of paramount importance.

Research has shown that the preanalytical phase of the sample process accounts for more than two thirds of laboratory errors\(^3\)\(^4\)\(^5\).

Many of these errors occur before the sample even arrives at the laboratory and can be as basic as an unlabeled specimen or incorrect sample collection technique.

It’s hard to believe that one small failure in your system can have such a significant impact on both patient treatment and hospital costs.

This is because the preanalytical phase is complex and with so many people involved in the blood collection process, it is not surprising that errors can occur. However good practice and compliance can significantly reduce those errors – and your costs.

How do you assess the cost impact of a preanalytical error (PAE)?
It’s not just a redraw cost because there are so many elements involved in the process— where do you start?

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Let BD help you reduce the real cost of a preanalytical error in your healthcare system.

In conjunction with Frost & Sullivan, specialist analysts in market risk and growth consulting, BD Diagnostics- Preanalytical Systems has researched and developed a new service that helps you quantify the cost of poor preanalytical quality in your healthcare institution.

There are two types of service options:

The full survey offers customized analysis of the cost of quality in your hospital. Our BD Preanalytical Experts will deliver a customized report using data collected during a series of short interviews with key professionals within your facility. This information allows us to analyze the blood collection process at key stages and calculate:

- Overall economic impact of a specimen rejection
- The impact of errors on patient treatment and your operating costs
- The opportunity cost for patient treatment lost in time and money

This flexible program even allows you to compare your results with other healthcare facilities of a similar size across the U.S.

The preliminary survey produces a summary report that baselines the cost impact of specimen rejections in your facility. The BD Preanalytical Expert only requires a small subset of data which can be compiled after meeting with you and your key laboratory staff.

As this is not just a laboratory issue, the program allows you to review the sample collection process and identify the cost impacts within three patient treatment scenarios: critical, routine and outpatient.

From a practical point of view, the hospital and laboratory can incur substantial costs for the sample retest alone so it is in everyone’s interest to ensure that an efficient process is in place to minimize the risks.
There is considerable evidence in the literature about the impact of the PAE on patient safety and the quality of the clinical laboratory process. However, this new BD service provides the opportunity for your facility to quantify the real cost of poor specimen quality and the impact to the patient treatment and your hospital costs.

Example reports from the BD Laboratory Consulting Services® Preanalytical Cost of Poor Quality Model demonstrate how we can help you to identify the financial impact of a preanalytical specimen rejection.

**Benefits of the BD Service**

- Manage budgets more effectively
- Maximize capital investment
- Improve sample quality
- Improve efficiency & performance
- Reduce patient waiting times
- Re-engineer processes & procedure
- Develop your staff
- Benchmark costs vs. other hospitals

**Interested in finding out more about BD Laboratory Consulting Services®?**

Contact BD Diagnostics Preanalytical Systems
Your Preanalytical Partners

BD Global Technical Services at 1.800.631.0174 (USA only)
BD Customer Service: 1.866.979.9408
or submit an inquiry at www.bd.com/vacutainer/contact
or visit www.bd.com/vacutainer