



QUALITY UPDATE

A regular publication providing information and updates to CompuNet Clients
Mission: To provide excellence in medical laboratory testing to our community.

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Lubricants and Unsatisfactory Pap Smears

By Cheryl Past, CT (ASCP) Cytology Manager

One of the most common causes of unsatisfactory Pap is the use of lubricants which interfere with the proper processing of the sample, making it impossible to obtain an accurate result. Their use is not recommended as published in the Pap smear collection guidelines (Papanicolaou Technique Approved Guidelines, NCCLS document GP15-A, no. 45, August 2003). Lubricants should be used with caution when collecting pap smears in a liquid based collection media such as ThinPrep®

Lubricants contain “carbopol polymers” and “carbomers” which do not mix with the alcohol present in the vials. The lubricant displaces cells when the smear is prepared and reduces the number of cells deposited on the slide. This can result in an “Unsatisfactory” result. Often the comment will read “Unsatisfactory for evaluation due to scant cellularity and the microscopic features of lubricant present” or simply “Unsatisfactory due to scant cellularity.” A list of lubricants that do not contain a interfering substances includes KY Jelly, Surgilube, Astroglide and Crystelle. At the American Cytology of Cytopathology meeting Maxilube was discussed as the most problematic lubricant on the market. If a lubricant must be used, apply it sparingly on the outside of the speculum, avoiding the tip. Patients should be advised to not use personal lubricants 48 hours before their scheduled appointment for a pap smear. Cytoc corp. has reported that some brands of disposable speculums are pre-lubricated and can cause problems. We encourage you to contact CompuNet with any concerns you may have. You may contact me at (937) 297-8224 or at my email address Cheryl.a.past@questdiagnostics.com. There is also a web site link from Cytoc Corporation, Cytoc.com with an instructional guide, under <http://cytologystuff.com/start.htm?video.htm>, which covers all aspects of the Pap smear collection process.

Patient Safety is Everyone's Goal

By Kathy Mannier, Compliance Officer and Carolyn Thaman, Six Sigma Black Belt.

Click on "Google.com" and type in "Patient Safety" and you will see pages and pages of guidelines and articles on this topic. JCAHO (Joint Commission on Accreditation of Healthcare Organizations), CAP (College of American Pathologists), and a wealth of other governing organizations, are providing not only the standards but also the education that healthcare facilities should be following. Did you know there is even a "Patient Safety Week" – this year March 3 – 7, 2008!

JCAHO has listed their 2008 goals sets for: Ambulatory Care, Assisted Living, Behavioral Health Care, Critical Access Hospitals, Disease-Specific Care, Home Care, Hospital, Long Term Care, Networks, Office-Based Surgery and of course Laboratory. You can view these at their website, included at the bottom of this article. Specific to the Laboratory are the following:

- Improve the accuracy of Patient Identification,
- Improve the effectiveness of communication among caregivers,
- Reduce the risk of healthcare associated infections, and
- Encourage patients' active involvement in their own care as a patient safety strategy.

CAP, in alignment with the JCAHO goals has the following goals for 2008:

- Improve patient and sample identification,
- Improve the verification and communication of life threatening or life altering information regarding malignancies, HIV & infectious disease,

Cytogenetic abnormalities, and critical values,

- Improve identification, communication and correction of errors, and
- Improve integration and coordination of laboratory patient safety role within healthcare organization and operations

In the following months, we will be highlighting how CompuNet laboratories have been, and will continue to provide quality testing and services to ensure patient safety for your clients and for the community. We have a cross-functional team who are focused on providing continuing education to our staff, highlighting how it is up to each of us to provide patient safety. This team includes Elaine Carnes, Kathy Mannier, Debra Popydan, Laurie Scarberry, Brian Schrand, Cynthia Prince, Kim Stucker, Vicki Studebaker and Denise Watkins. They represent each area of our laboratory - from the time a patient is seen in one of our/your facilities to the point that you receive the laboratory testing results.

In addition, we will be providing resources for you and your staff to assist in the continuum of quality care for all of our patients. The team has numerous activities planned through-out the year. Watch for articles, games and puzzles in future Quality Updates. If you would like more information, do not hesitate to contact Kathy Mannier at (937-297-8272 or Kathy.k.mannier@questdiagnostics.com) or any members of the Patient Safety Team at CompuNet Clinical Laboratories. And thank you for choosing CompuNet Clinical Laboratories as your partner in providing quality healthcare to our communities.

<http://www.jointcommission.org/PatientSafety/NationalPatientSafetyGoals>

<http://www.npsf.org/>

www.cap.org (type patient safety in site search)

Contracted Managed Care Providers

CompuNet is contracted with most insurance plans offered in the Dayton area. Below is a partial listing of plans for which we are a participating provider. In most cases, your patient will have lower out-of-pocket expenses when using a provider within his/her insurance company's network.

We recommend that patients contact their insurance provider to verify coverage before receiving medical services. This list is not comprehensive and plans change on a frequent basis. Coverage can also vary between different products offered by the same insurance company.

Our goal is to be able to provide convenient laboratory services to all patients residing in the greater Miami Valley. If an insurance plan is not listed, call our reimbursement department at (937) 297-8253 and let us know. We will contact the insurance company to see if we can be included as part of their network of providers.

ACMG	Definity Health	Medical Mutual
Advantus	DirectCare America (DCA)	Medicare
Aetna	Emerald Health Network	MediGold
American Community Mutual	Evercare	Molina Healthcare
American Medical Security	Evolutions Healthcare	Multiplan
AmeriGroup	Systems	Mutual of Omaha
Anthem Blue Cross/Blue Shield	Federal Black Lung	National Preferred Provider Network
Assurant	First Health (includes Mail Handlers)	Ohio Health Choice
AULTRA Administrative Group	Flora Health Netowrk (PPOM)	Ohio Preferred Network
Beech Street	Focus Healthcare	Ohio Health
Benesight	Management	PPOM (Midwest)
Buckeye Community Health Plan (BCHP)	Fortis Insurance Company (Assurant)	ppoNEXT
Bureau for Children with Medical Handicaps	Golden Rule	Primary Health Services
Capp Care	Great-West (includes One Health	Principal Mutual
CareSource	Guardian Resources (Evolutions)	Private Healthcare Systems (PHCS)
CareWorks	Harrington Benefits	Secure Horizons
CCN - Community Care Network	HealthSpan	Shasta Administrative Services
Champus (Tricare)	HealthNet Federal Services (TriCare)	Tricare (Champus)
ChampVA	HealthStar (ppoNEXT)	Unicare (Wellpoint)
Cigna	Humana	United Healthcare (UHC)
CompManagement Health Systems	John Alden	United Medical Resources (UMR)
Consumers Life	Klais & Company	United Mine Workers (UMW)
Creative Health Plans	Mail Handlers	Wellpoint (Anthem)
	Medicaid - Ohio	Workers Compensation



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Pathologist Corner

Valley Pathologists, Inc. provides medical directorship to CompuNet Clinical Laboratories. The Medical Director for CompuNet is Dr. Dan Hood. In the upcoming months of Quality Update, you will be seeing articles written by these physicians in their areas of expertise.

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