

2022 Annual SHOT Report – Supplementary information

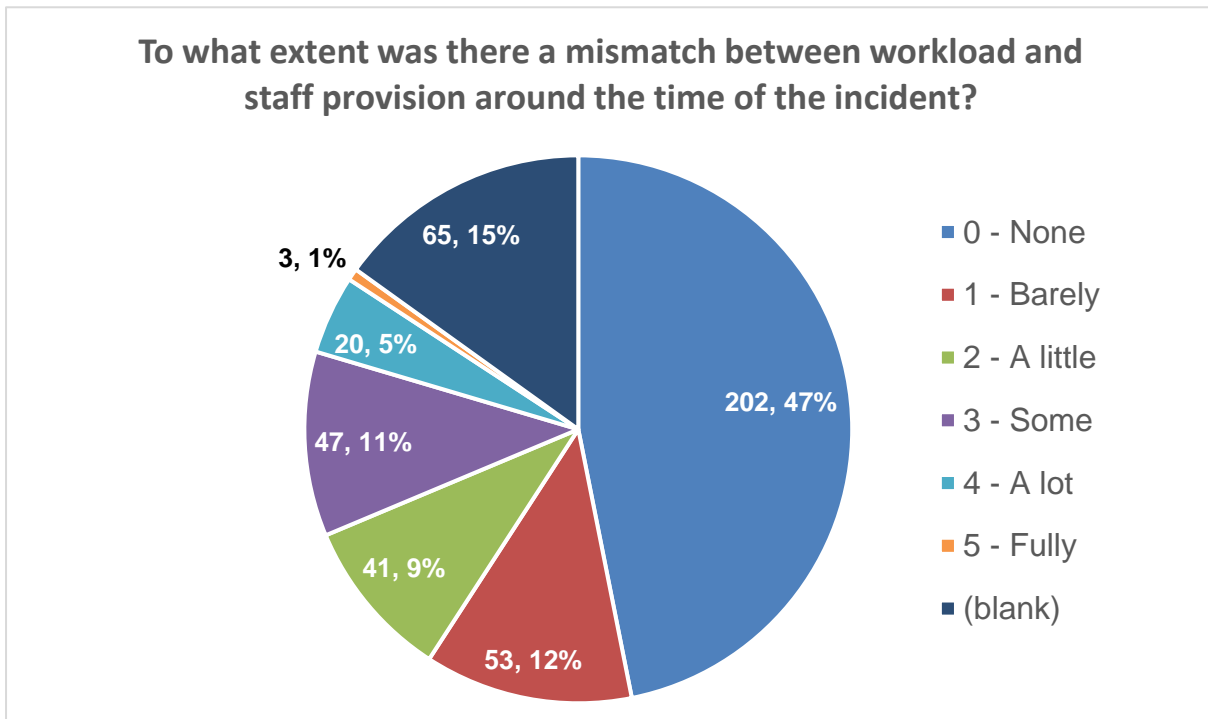
Chapter 14: Laboratory Errors

Additional analysis not included in the main 2022 Annual SHOT Report.

Laboratories under pressure

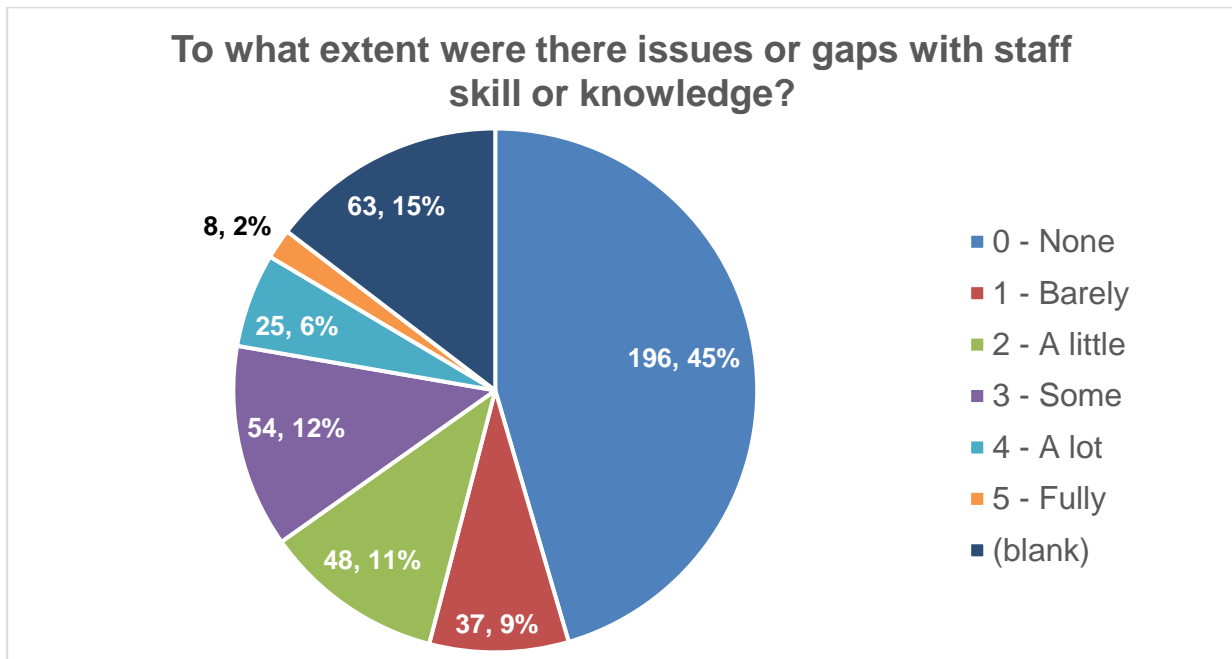
There are discrepancies between staff who have completed their competency-assessment and those who have sufficient knowledge to complete the task, with many reporters stating that gaps in knowledge was an influential factor in the laboratory error despite being up to date with competency assessments. In total 70/431 (16.2%) of reporters stated there was 'some', 'a lot' or 'fully' a mismatch between workload and staffing provision at the time of the incident (Figure 14.7). Staff should be supported, and transfusion laboratories should be adequately staffed to match workload.

Figure 14.7: Responses to human factors investigation tool regarding workload and staff provision in laboratory incidents in 2022



Continual recruitment and retention issues, including staff vacancies and sickness, place a training burden on remaining staff and have a negative impact on the ability to train and maintain competency within staff groups. In total 87/431 (20.2%) reporters stated there were 'some', 'a lot' or 'fully' gaps with staff skill or knowledge at the time of the incident (Figure 14.8).

Figure 14.8: Responses to human factors investigation tool regarding gaps in staff skill or knowledge in laboratory incidents in 2022



These, plus many other factors contribute to a very delicate balancing act being carried out in laboratories to ensure safe provision of care and longevity to services. Proper investment in transfusion education is required from the undergraduate level to help ease these pressures and as such will not be an easy fix.