

**Quality Checks ER\PR Database - Eastern Health
April 17, 2008**

Plan for Quality Checks on ER\PR Database – All Four Regional Health Authorities:

1. Patients whose results came back from Mount Sinai as DCIS
 - These cases were to be verified as DCIS by the pathology laboratory of the respective Regional Health Authority (RHA)
 - The RHAs need to check each case to ensure the verification occurred
 - The plan to proceed with this verification is:
 - Pat Pilgrim to ask Dr. Nash Denic to coordinate this review with the other pathology chiefs in the RHAs...April 17, 2008
 - Eastern Health will provide administrative support to the process established by Dr. Denic
 - Eastern Health will communicate the outcomes to the contact persons for the other RHAs and to NLCHI to update the database
 - Proposed Timeframe: Before Friday; April 25, 2008

It is noted that there is no way to do this verification unless the pathologists take this on. If this is not possible due to workloads of pathologists, other clinical people within the RHA's cannot do this. Other options will have to be considered.
2. Patients who were notified of their results by a physician
 - RHAs need to verify that all patients were actually contacted by the physician
 - The verification will involve three (3) steps:
 - The plan to proceed with this verification process is:
 - Debbie Gregory to send the list of this category of patients from all RHAs to Pat Pilgrim at Eastern Health
 - Eastern Health will verify contacts made for those patients who were seen through the Cancer Centre
 - Pat Pilgrim will forward verification results to Debbie Gregory's office for forwarding to NLCHI to update the database. This verification will also be sent to contact people in each of the RHAs
 - NLCHI will adjust the original list and send each RHA a list of patients who are outstanding
 - Each RHA will proceed with verification through as follows
 - Chart review where possible
 - Direct contact with physicians to verify if they got the panel letter and communicated with the patient. The physician will be asked to do so.
 - In cases where the physician did not contact the patient, the RHA's will further meet to decide how to communicate with the patients.

It is noted that all of these patients had changed results and would have to be told by a physician
 - RHA's will submit results of verification to NLCHI. Results to include the following:
 - Who from the RHA notified the doctor
 - Which physician contacted the patient to share the results
 - Date the patient received the results, if possible

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