

## Process Change

We have looked closer at the process:

- ❖ Training for the “right” staff
- ❖ Oversight to the people most closely involved.  
(e.g. select 11-7 staff who normally collect urine)
- ❖ Criteria to address how to handle follow up regarding contaminated specimens

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## Our Response? Manage the Outcomes



- ❖ **Extend** the study for an additional 90 days.
- ❖ **Reduce** the sample size to 3 facilities for implementation of further targeted action.
- ❖ **Develop**, write and implement a specific Quality Plan for the targeted sample.
- ❖ **Increase** the feedback via webinar display of aggregate results to the facilities.
- ❖ **Require** the facilities to present updated data to medical directors and process through internal QA.
- ❖ Apply QAPI Thinking through systematic analysis and oversight.

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