

## **Diagnostic support services and their impact on clinical decision-making.**

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### **Description:**

From January to July 2018, 9453 incidents were reported by the health services participating in the IQG – Health Services Accreditation - Brazilian Patient Safety Program (PBSP), with 712 incidents related to the clinical laboratory and 470 to the imaging diagnosis. The notifications are related to delayed medical conduct, length of stay and cancellation of surgical procedures, generating impact for patient safety and operational efficiency.

**Objective:** To analyze the impact on the released final reports for clinical decision and patient safety.

### **Actions taken:**

Descriptive study on the incidents reported by the 201 health institutions of all regions of Brazil, belonging to the Brazilian Patient Safety Program in the first half of 2018, in clinical laboratory and diagnostic imaging. The notifications were made in the standardized link and made available by the PBSP website.

### **Results:**

Of 1182 reports, 82% are related to delays in the final reports release, thus negatively influencing decision-making, compromising the diagnostic elucidation and postponing clinical guidance. The greatest impacts identified are related to delay in the early identification of sepsis, cancellation / delays of surgical procedures and delay of clinical conduct.