



## FREQUENTLY ASKED QUESTIONS

### EAR NOSE & THROAT (ENT) SCOPE DISCLOSURE

Schoolcraft Memorial Hospital values transparency and is committed to patient safety. We want to share answers to some of the questions we have been receiving from patients and the public regarding Ear, Nose and Throat (ENT) scopes performed by Schoolcraft Memorial Hospital. After a thorough investigation was completed, all affected patients were notified of the extremely low risk and offered free blood testing to rule out any concerns related to disease transmission.

#### **Once we discovered the problem/shortcoming, why did it take so long to notify patients?**

We wanted to be certain that we followed best practices in notifying and testing patients, with a proper risk assessment and protocol and the information required to obtain expert recommendations on what is best for our patients. We consulted a leading global infectious disease expert, who studied and evaluated our situation in detail. There has never been a recorded case of an ENT scope leading to disease transmission or outbreak. Her findings indicated an extremely small risk to patients, but we believe that we have a duty to report this finding to our patients. We are constantly striving to make improvements in care delivery at Schoolcraft Memorial Hospital. Our organization believes in transparency and our employees are dedicated to patient safety and quality.

#### **Which scope procedure was involved?**

This situation does not affect any gastrointestinal scope tests, such as colonoscopies, that took place at Schoolcraft Memorial Hospital. It involves only those patients who had an Ear Nose & Throat (ENT) scope procedure during the time period mentioned below.

#### **What was the time period for affected scope procedures?**

This issue is related to ENT Flexible Scope Procedures only - performed between October 16th, 2017 through February 4th, 2019 only.

#### **Why did it take so long to discover the problem?**

The error in our process was discovered when we upgraded our scope processing equipment in February 2019. The manufacturer was at Schoolcraft Memorial Hospital for employee training and observed our cleaning process. Our current cleaning processes follow the exact standards set out by the manufacturer.

#### **What steps are in place to ensure that this doesn't happen again?**

We have created a new policy, Organizational Risk Management Program, which outlines our comprehensive risk management program at SMH. This team-based approach ensures that all new programs, services or clinical procedures are evaluated at multiple levels and include infection control processes and risk analysis. All current processes were reviewed to ensure they were compliant.



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#### **Explain the cleaning process and what steps did not follow exact manufacturer standards?**

**Step 1:** – The pre-cleaning process occurs after a patient's procedure is completed. The scope instrument is wiped down. This was completed, but not to exact manufacturer specifications.

**Step 2:** The scope is delivered to Central Sterilization. Employees clean and scrub the scopes with enzymatic, low-foaming detergent solution. This step was followed as directed by the manufacturer.

**Step 3:** The scope instrument is soaked in a disinfectant solution. The scope was soaked. However, detergent solution was used instead of disinfectant solution.

Schoolcraft Memorial Hospital has since purchased and installed additional high-level disinfection equipment that is used to clean and process all scopes.

#### **What is being done for patients who received a notification letter?**

Although the risk is extremely low, patients have been offered free blood testing to rule out possible disease transmission. A leading global infectious disease expert, who studied and evaluated our situation in detail, has advised us that only a single blood draw and testing is required to do so. Schoolcraft Memorial Hospital has extended lab hours to be open 7 days a week. A toll-free line has been established that links patients directly to our Patient Safety Team.

#### **Can patients have their lab tests done at other laboratories?**

Yes. We did include a standing lab order with the patient letters so that it may be taken to other laboratories if desired. Patients who choose to have their tests performed at Schoolcraft Memorial Hospital will receive a personal call from our Patient Safety Team with results.