

# HOUSTON FORENSIC SCIENCE CENTER

Print Form

## INCIDENT REPORT

Corrective       Preventive       Tracking/Documentation Only

Inc. Report #: 2015-003

Date: Feb 3, 2015

DESCRIPTION OF DISCREPANCY/ NON-CONFORMANCE: See attached memo dated 2/3/15 pertaining to a proficiency test data entry transcription error for PAR-C 2014.

Date: Jan 26, 2015

CAUSE OF DISCREPANCY/ NON-CONFORMANCE: (if possible to determine) Human error and possible computer glitch with the CAP system.

LEVEL/TYPE OF DISCREPANCY/NON-CONFORMANCE (see Quality Manual for description): CLASS III

EFFECT OF DISCREPANCY/ NON-CONFORMANCE: (if possible to determine) The information reported by examiners was correct. This was verified by the Quality Director through a comparison of paper data sheets and expected results. However, the CAP system shows that one allele was reported incorrectly.

If not discovered at this point, where else in the process would this incident have been discovered?

n/a

Corrective Actions/Preventive Measures Taken (if applicable):

No action can be taken at this point. The test was completed successfully by the examiners. The error occurred during on-line data entry. The HFSC did not order any CAP tests for calendar year 2015. If online entry becomes required for other providers (i.e. CTS), the Quality Division will encourage analysts to complete online data entry, the reviewer will review the data entry, and the Quality Division will review the data a final time. This should prevent a recurrence.

ANALYST: Paula Evans  
Digitally signed by Paula Evans  
DN: cn=Paula Evans, o=Houston Forensic Science Center,  
ou=Quality Division,  
email=p.evans@houstonforensicscience.org, c=US  
Date: 2015.02.10 14:24:19 -0500

Date: Feb 10, 2015

SECTION MANAGER: Robin Guidry  
Digitally signed by Robin Guidry  
DN: cn=Robin Guidry, o=Houston Forensic Science Center,  
ou=Quality Division,  
email=r.guidry@houstonforensicscience.org, c=US  
Date: 2015.02.11 08:43:37 -0500

Date: Feb 11, 2015

CODIS ADMINISTRATOR (if applicable): *Clara West*

Date: Feb. 11, 2015

ADDITIONAL INFORMATION/FOLLOW UP (if applicable): Although this is reported by the Quality Division as a Level III transcription error, no action can be taken to correct the data entry. The proficiency test was deemed successful based upon examination documentation. The Quality Division made this error and also investigated this error. The Quality Director consulted with the Biology Section Manager during the review of this incident.

# HOUSTON FORENSIC SCIENCE CENTER

Print Form

## INCIDENT REPORT

Corrective       Preventive       Tracking/Documentation Only

Inc. Report #: 2015-003

QUALITY DIRECTOR: **Lori Wilson**  
Digitally signed by Lori Wilson  
DN: cn=Lori Wilson, ou=Houston Forensic Science  
Center, ou=Quality Division,  
email=L.Wilson@HoustonForensicScience.org, c=US  
Date: 2015.02.11 06:52:16 -0600

Date: Feb 11, 2015

LABORATORY DIRECTOR: *Shawn Riva*

Date: 2-11-15

Date Closed: Feb 11, 2015

*It is my recommendation that if data is going to be entered on-line by the QA Division that a 2<sup>nd</sup> person verify the data while it is being entered into the CAPA website.*  
*LR 2-12-15*      *Shawn Riva 2-11-15*



Houston Forensic Science Center  
**INTEROFFICE MEMO**

---

**To:** Case Record for Proficiency Test PAR-C 2014  
**Cc:** Robin Guidry & Irma Rios  
**From:** Quality Division  
**Date:** February 13, 2015  
**Re:** UPDATE: Proficiency Test Transcription Error on PAR-C 2014

---

The Quality Division inquired with the College of American Pathologists (CAP) to see if any other customers had problems while submitting online proficiency tests. The following issues with the CAP website were discussed:

1. Difficulty logging onto the CAP website. The Quality Division had to login multiple times over an extended time period to gain access to the site. It seemed that the site was down many times that we tried to login.
2. During data entry, the same page was frequently reloaded when the "Next Page" button was selected.

The CAP representative, Tammy, informed the Quality Division that the glitch may have been an issue with an outdated internet browser. She explained that an outdated browser may not communicate with Adobe correctly and that could be why technical issues were experienced during data entry. On November 10, 2014, the day when the data entry, administrative review, and submission occurred, the Quality Division was using the outdated internet explorer browser version 9, the default version on all computers using the HPD network. The Quality Division will ensure that browsers are up to date and compatible with all CAP website features before entering and submitting proficiency test data in the future. The CAP phone conversation with Tammy was recorded and reference number 1677596 was assigned for future inquiries.

Lori  
Wilson

Houston Forensic Science Center  
1677596  
2/13/15



# Houston Forensic Science Center

## INTEROFFICE MEMO

---

**To:** Case Record for Proficiency Test PAR-C 2014

**From:** Quality Division **Lori Wilson**

**Date:** February 3, 2015

**Re:** Proficiency Test Transcription Error on PAR-C 2014

---

Digitally signed by Lori Wilson  
DN: cn=Lori Wilson, o=Houston  
Forensic Science Center,  
ou=Quality Division,  
email=L.Wilson@HoustonForensicS  
cience.org, c=US  
Date: 2015.02.04 13:29:27 -0600

On November 10, 2014 the Quality Division entered and submitted proficiency test results for the College of American Pathologists (CAP) Parentage and Relationship Testing Survey (PAR-C) via the CAP website. During online data entry there was a transcription error made on page 11 where a single allele was recorded at an untested marker, F13B. The online data entry information was administratively reviewed before submission; however, the transcription error was not caught at that time.

The transcription error was discovered upon the review of the expected results provided by CAP. The Quality Division is aware of the error and will be more meticulous when entering and reviewing online data entry for proficiency tests in the future. Although this error did impact the reported results, the examination documentation created during analysis shows that the correct results were obtained.

*LW 2/10/15*

*Chloe West 2/10/15*

*Chloe Rivz  
2-11-15*

*My recommendation is to have  
someone in QA verify results  
while entering on the CAP.A all  
web site. LR 2-11-15*