



Quality Division Use Only

Quality Tracking #:	2020-042	Classification:	Incident
Non-Conformance Level:	N/A	Section:	Client Services & Case Management
Date of Discovery:	05/04/20	Date of Incident:	05/01/20

Forensic Case Number(s), if applicable:	Agency Case Number(s), if applicable:
2019-14942 2019-15095 2019-14762 2020-03541	115402319 116580019 113047519 031510120
2020-03296 2020-02912 2019-09188 2019-00544	029831220 022907720 063278419 003958719
2019-15099 2019-14744 2019-14989 2019-14988	117306019 112562719 115822019 115939619
2019-14935 2019-14941 2019-14934 2019-14937	115114719 114517319 114935619 115451619
2019-14943 2019-18240 2019-17169 2019-13304	114990319 147014819 136254319 101036019
2019-13550 2020-03756 2019-16275 2020-01703	102199019 034109720 126520319 015991420
2019-14997 2019-13543 2019-13186 2019-13250	115946219 103424519 099723019 100636719
2019-13251 2019-13266 2019-13292 2019-13294	100521919 099586619 101087319 101040019
2019-13295 2019-13296 2019-13298 2019-13354	101145019 100994919 100975519 101628219
2019-13356 2019-13357 2019-13365 2019-13443	101658919 101437019 101649519 102092319
2019-13444 2019-13452 2019-13487 2019-13503	102102019 102158619 102857319 102620419
2019-13505 2019-13525 2019-13531 2019-13535	101310019 103219219 103200619 102327619
2019-13540 2019-13541 2019-13546 2019-13548	102904319 103071419 103382119 102309819
2019-13549 2019-13551 2019-13558 2019-13616	103193119 102997619 102629519 103640819
2019-13618 2019-13620 2019-13622 2019-13623	103646819 103719019 103643519 104098419
2019-13652 2019-13653 2019-13656 2019-13657	103658619 103666019 104436819 104337119
2019-13661 2019-13730 2019-13733 2019-13240	104200619 104986719 105005619 100286019
2019-13249 2019-13518 2019-13614 2019-13442	100562619 103499919 103703619 101960719
2019-13299 2019-13359 2019-13290 2019-13619	101162619 101618719 101158819 103725219
2019-13353 2020-03889 2020-02022 2020-03099	101322419 035387520 018792520 028696920
2020-04541 2020-04453 2019-13927 2019-13941	042490820 041379720 105705819 106094319
2019-13949 2019-13957 2019-14031 2019-14042	106780419 105854519 106933119 107485719
2019-13923 2020-05007 2020-04541 2018-07281	106213019 047372520 042490820 060421318
2019-13917 2019-14039 2019-13921 2019-14798	106601819 107076319 106979119 112892319
2019-13933 2019-13902 2019-14038 2019-14035	106047019 106490419 107464019 106524319
2020-04576 2019-17003 2019-13736 2019-13897	042949920 134300119 105029119 106075919
2019-13734 2019-13885 2019-17020 2019-13891	104958719 106939619 134798819 106326919
2019-16946	133223419



Description of Non-conformance:

An outsource laboratory shipped packages containing toxicology evidence items back to HFSC after their confirmatory analysis was completed. On four separate instances, because the outsource laboratory did not request the "signature upon receipt" confirmation option, the delivery courier simply dropped off these packages either inside the HFSC lobby or outside the lobby door. Although the HFSC lobby and elevator door area are considered unsecured, these packages were sealed at all times and remained in these areas for less than 20 minutes.

Additional Information/Follow-Up:

The evidence items were received after the outsource laboratory had concluded the requested drug confirmatory analysis. Because only one blood tube from each case is outsourced for confirmatory analysis at a time, the other blood tubes associated with each case were maintained in the section under proper storage conditions.

The first instance where the outsource laboratory shipped evidence without a "signature upon receipt" was tracked under a different quality report because this shipment was directly received by a HFSC staff member and placed in a secure administrative area. For more information on this first shipment, please refer to Quality Report 2020-035.

The following four instances being tracked under this quality report are as follows:

The first instance when an evidence package was dropped off outside HFSC's lobby door without a signature request was on 05/05/2020 at 9:20am. This evidence package was discovered at 9:27am by a CS/CM specialist who moved it into the administrative area and informed Logistics. The Logistics Specialist started a paper chain of custody at 9:33am. There was a total of 24 evidence samples contained in this shipment.

The second instance when an evidence package was dropped off inside the HFSC lobby without a signature request was on 05/14/2020 at 12:56pm. The delivery courier that dropped off the evidence package remained in the lobby while waiting to receive a package from the Logistics Specialist. During this package exchange, the Logistics Specialist picked up the evidence package and started a paper chain of custody at 1:02pm. There was a total of 45 samples contained in this shipment.

The third instance when an evidence package was dropped off inside the HFSC lobby without a signature request was on 05/20/2020 at 1:35pm. This evidence package was discovered by a CS/CM supervisor who went to go assist a visitor unrelated to the shipment. The supervisor noticed the evidence package and started the paper chain of custody at 1:52pm. There was a total of 13 samples contained in this shipment.

The fourth instance when an evidence package was dropped off inside the HFSC lobby without a signature request was on 05/28/2020 at 10:03am. This evidence package was immediately discovered by a CS/CM specialist who moved it into the administrative area and informed Logistics. The Logistics Specialist started a paper chain of custody at 10:18am. There was a total of 30 samples contained in this shipment.



Actions Taken:

On 05/21/2020, the CS/CM Manager observed a trend of shipments received that did not require a signature. The CS/CM Manager emailed the Toxicology Manager and a Quality specialist about this trend.

On 05/24/2020, the Toxicology Manager contacted the outsource laboratory which confirmed that they were sending evidence shipments without a "signature upon receipt" request. The Toxicology Manager requested that moving forward that all evidence shipments require a "signature upon receipt" request as they did in the past.

As of 6/5/2020, all evidence packages shipped from the outsource laboratory have required a signature confirmation request from the delivery courier.

Summary of Root Cause Analysis:

Note: Incidents are documented for tracking purposes and trend analysis. Root Cause Analysis is not required for incidents.

N/A

Section Manager: Ashley Henry, Dayong Lee

Date: 08/17/20

Division Director: Amy Castillo

Date: 08/27/20

Incidents or Corrective Actions that involve the Biology/DNA section are reviewed by the Technical Leader and CODIS Administrator.

Technical Leader: N/A

Date: N/A

CODIS Administrator: N/A

Date: N/A

Quality Director: Erika Ziemak

Date Closed: 08/27/20