

Untimely Lab Specimens Public Health & Wellness



KPI Owner: Dr. Leslie Wolf

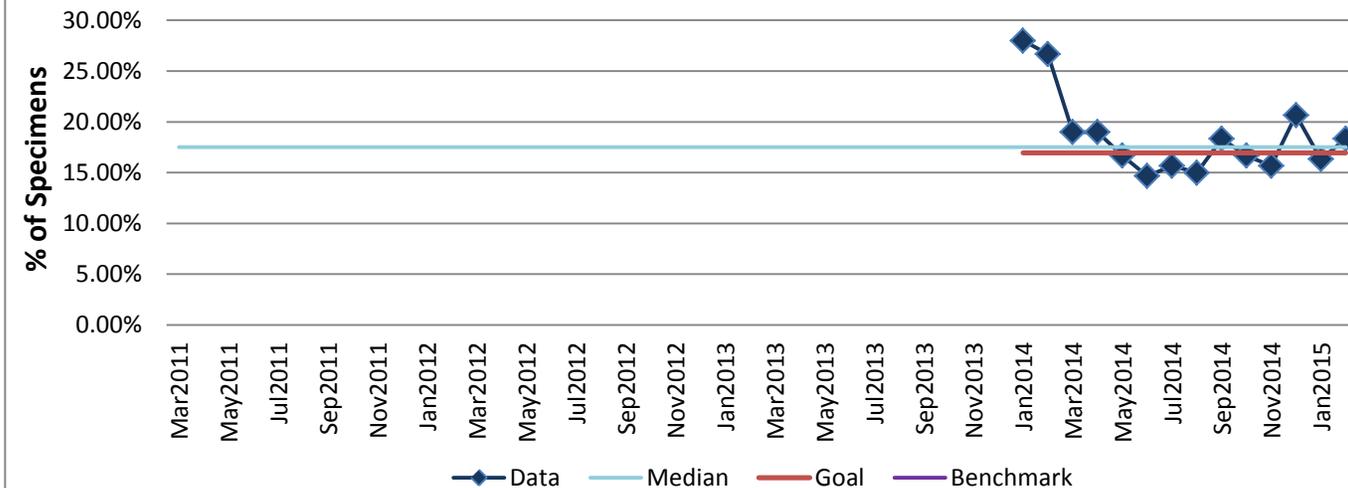
Process: Diagnose and Investigate

| Baseline, Goal, & Benchmark | Source Summary | Continuous Improvement Summary |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Baseline: Cal 2014 - 18.83% per month Goal: In comparison to calendar year 2014 baseline, reduce by 10% the percentage of untimely lab specimens received to 16.95% Benchmark: TBD | Data Source: Orchard Harvest Goal Source: Executive Leadership Benchmark Source: TBD | Plan-Do-Check-Act Step 3: Determine and quantify root causes Measurement Method: % of specimens not received by the LMPHW Lab within the established timeframe Why Measure: Evaluate specimen delivery and improve patient care Next Improvement Step: Generate potential solutions |

How Are We Doing?

| Mar2014-Feb2015 12 Month Goal | Mar2014-Feb2015 12 Month Actual | | Feb2015 Goal | Feb2015 Actual | |
|----------------------------------|------------------------------------|--|----------------|----------------|--|
| 16.95% | 17.17% | | 16.95% | 18.33% | |
| % of Specimens | % of Specimens | | % of Specimens | % of Specimens | |

Untimely Lab Specimens



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.