

Average Untimely Lab Specimens Public Health & Wellness



KPI Owner: Director of Public Health Lab

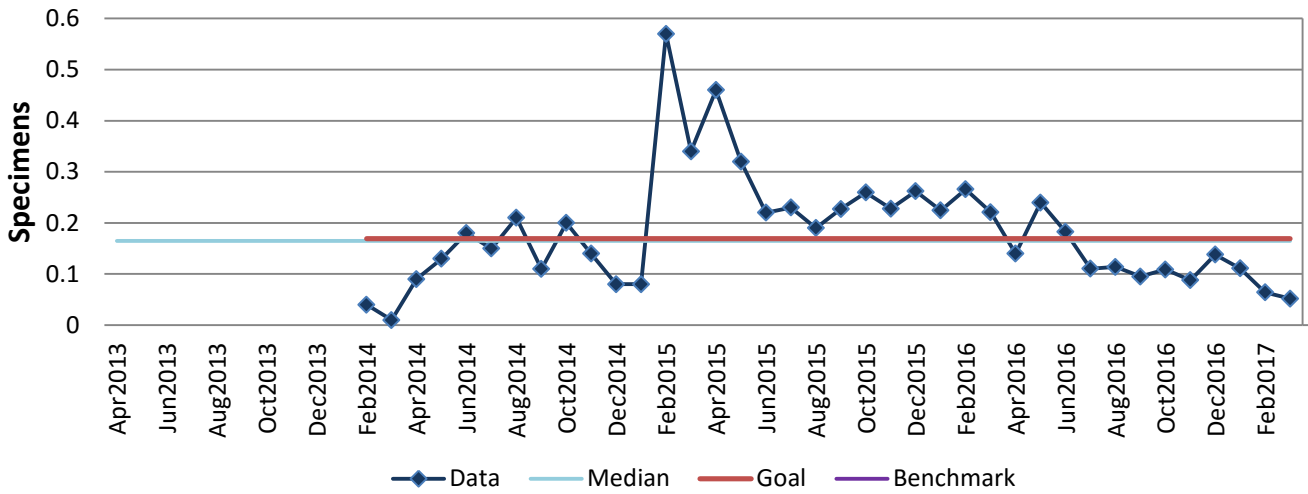
Process: Diagnose and Investigate

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?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
17%	12%	⬇	17%	5%	⬆
Specimens	Specimens		Specimens	Specimens	

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Apr2016-Mar2017 Pareto Analysis

