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

How Are We Doing?

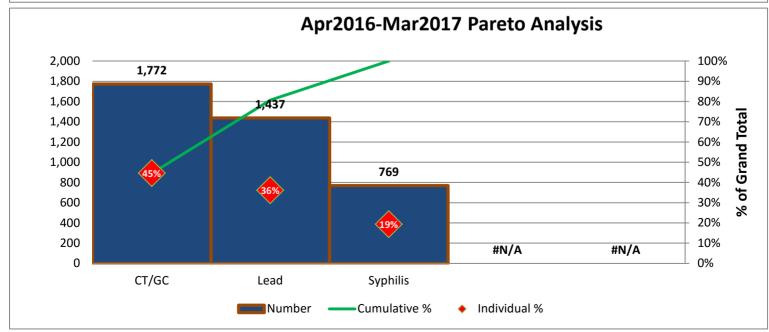
Apr2016-Mar2017	Apr2016-Mar2017
12 Month Goal	12 Month Actual
17%	12%
Specimens	Specimens



0	Mar2017 Goal	Mar2017 Actual
	17%	5%
	Specimens	Specimens



Average Untimely Lab Specimens Good 0.6 0.5 Specimens 0.3 0.2 0.1 Oct2013 Apr2016 Aug2013 Dec2013 Jun2014 Aug2014 Oct2014 Dec2014 Feb2015 Jun2015 Aug2015 Dec2015 Aug2016 Feb2014 Apr2014 Apr2015 Oct2015 Feb2016 Jun2016 Oct2016 Dec2016 Feb2017 Median -Goal -



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