

Unsatisfactory Lab Specimens Public Health & Wellness



KPI Owner: Director of Public Health Lab

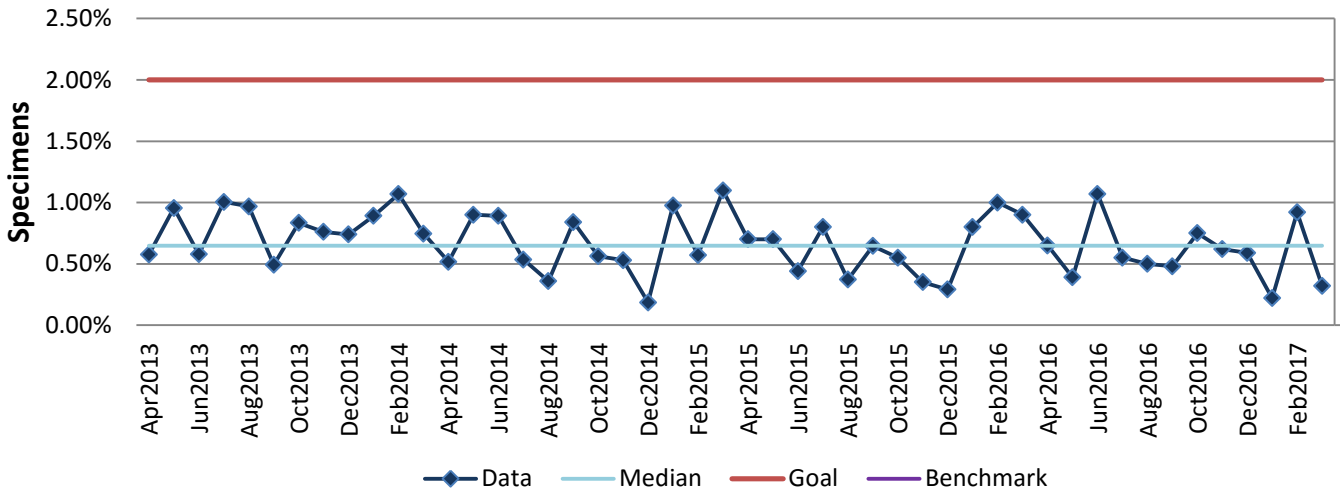
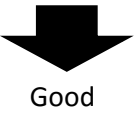
Process: Diagnose and Investigate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Cal2013 - 0.76% unsatisfactory specs Goal: Maintain an unsatisfactory lab specimen percentage at or below 2%. Benchmark: TBD	Data Source: Orchard Harvest Goal Source: Executive Leadership Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose Measurement Method: Percentage of lab specimens that are rejected and untested due to poor quality and acceptability. Why Measure: Improve patient care Next Improvement Step: Continue to monitor and diagnose

How Are We Doing?

Apr2016-Mar2017 12 Month Goal	Apr2016-Mar2017 12 Month Actual		Mar2017 Goal	Mar2017 Actual	
2.00%	0.59%	⬇	2.00%	0.32%	⬇
Specimens	Specimens		Specimens	Specimens	

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Root cause analysis is not necessary because there is no gap between the goal and current performance.