

Average Untimely Lab Specimens Public Health & Wellness



KPI Owner: Director of Public Health Laboratory

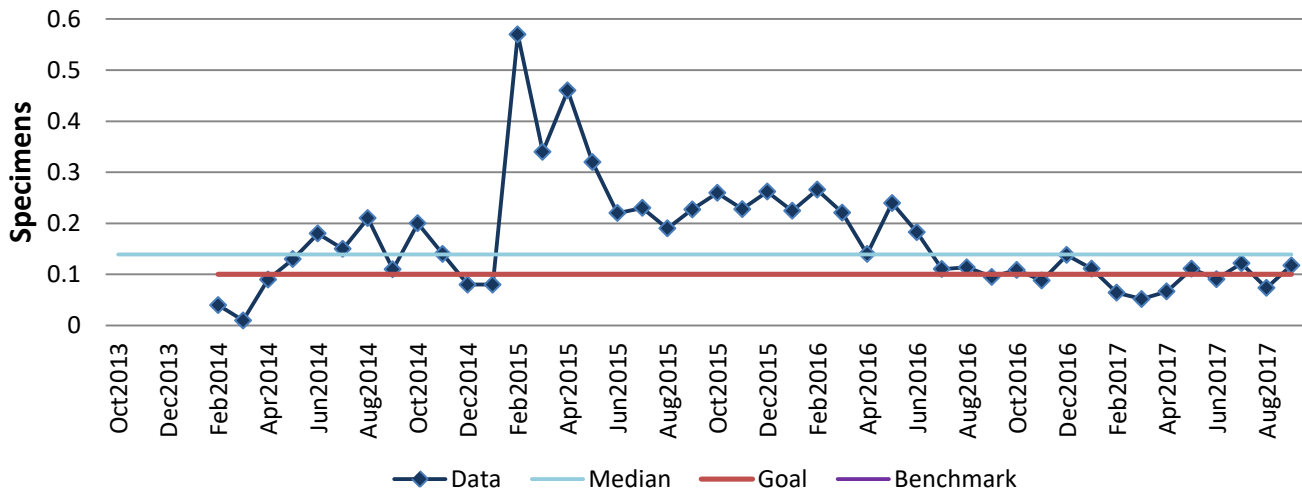
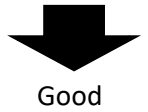
Process: Diagnose and Investigate

| 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?

| Oct2016-Sep2017 12 Month Goal | Oct2016-Sep2017 12 Month Actual | | Sep2017 Goal | Sep2017 Actual | |
|----------------------------------|------------------------------------|----|--------------|----------------|----|
| 10% | 10% | ⬆️ | 10% | 12% | ⬆️ |
| Specimens | Specimens | | Specimens | Specimens | |

Average Untimely Lab Specimens



Oct2016-Sep2017 Pareto Analysis

