

Average Untimely Lab Specimens Public Health & Wellness



KPI Owner: Dr. Wolf

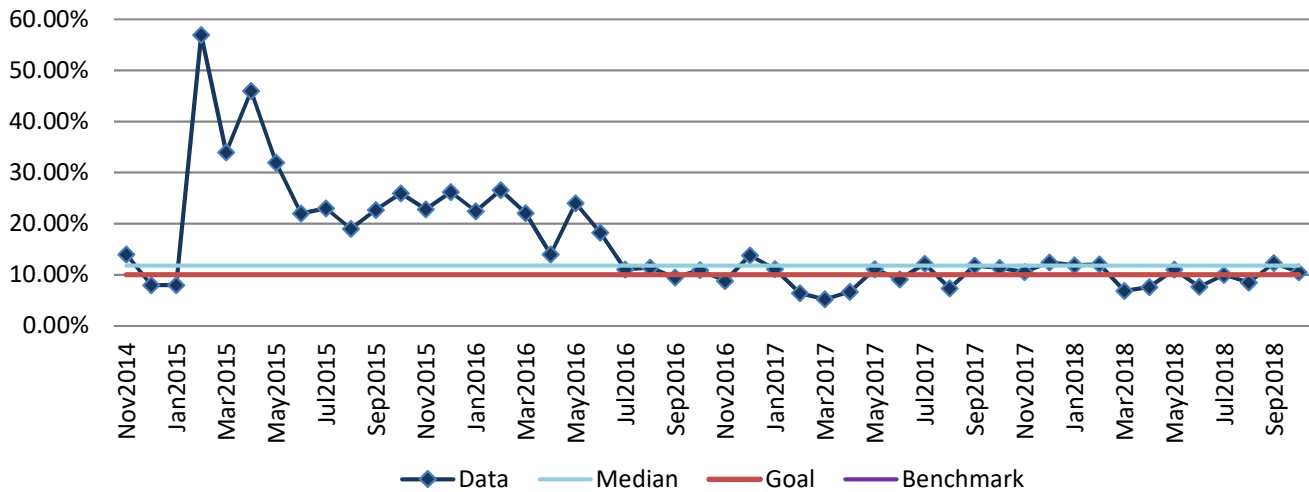
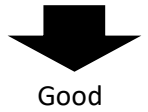
Process: Laboratory

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: Leadership Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose 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: Continue to monitor

How Are We Doing?

Nov2017-Oct2018 12 Month Goal	Nov2017-Oct2018 12 Month Actual		Oct2018 Goal	Oct2018 Actual	
10%	10.10%		10%	10.5%	
Units	Units		Units	Units	

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