

# Average Untimely Lab Specimens Public Health & Wellness



KPI Owner: Director of Public Health Laboratory

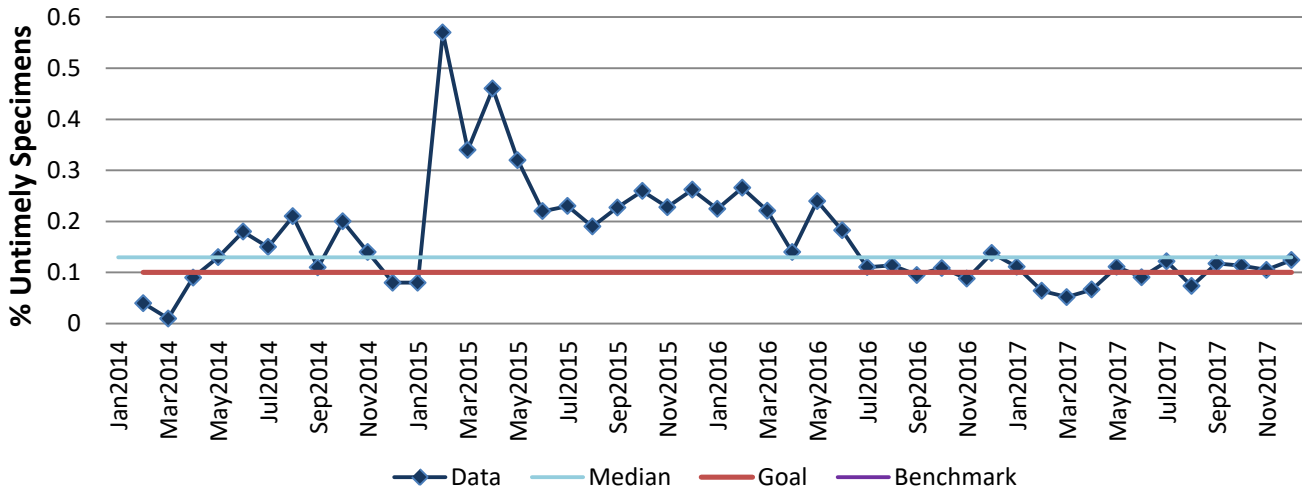
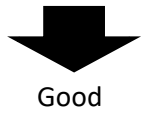
Process: Diagnose and Investigate

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?

Jan2017-Dec2017 12 Month Goal	Jan2017-Dec2017 12 Month Actual		Dec2017 Goal	Dec2017 Actual	
<b>10%</b>	<b>10%</b>		<b>10%</b>	<b>12%</b>	
% Untimely Specimens	% Untimely Specimens		% Untimely Specimens	% Untimely Specimens	

## Average Untimely Lab Specimens



## Jan2017-Dec2017 Pareto Analysis

