**Results (continued)**

The automated “Test Not Done” Daily Report compiled the overall notification workflow by electronically sending reports that did not have either time delays in either processing (Figure 15). Eliminating the delayed steps allows us to receive our staff's feedback on the same day as the unexpected result or a comment in the “Test Not Done” (TND) Daily Report. This feedback form allows the laboratory and the referring physician to make the necessary course correction in time.

The data from the automated “Daily Test Not Done” Report (Figure 11 and 12) allows each medical center to assess which problems are focused on. Overall, the top 5 categories are “Test Not Done (TND)” comments at the medical centers are: (1) Laboratory procedures, (2) Quantity Not Sufficient and (3) Unknown. These 3 categories account for over 93% of all “Test Not Done” (TND) comments. This further shows the potential for improved quality measures in the future. By reducing the number of “Test Not Done” (TND) comments, the data from the “Daily Test Not Done” Report shows a 35% reduction in “Test Not Done” related errors. This also allows us to streamline the identification of quality issues.