

Using Observable Elements of Culture to Move Your Lab To Its Ideal State



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The Evolution of Quality



Laboratory Structures



Quality Management System



Prioritizing Transformation



Non- Structured Approach

Decrease in Resources Increase in Healthcare Cost Variation in Care

Limited Impact



Importance has Escalated

Cumulative increase in provider input price vs. Medicare payment rate

(for providers subject to productivity adjustments under current law)



Chart ref: Richard S. Foster Chief Actuary Centers for Medicare and Medicaid Services

Systematic Change is Imperative



2011 Estimated Impact of Waste to US Healthcare: \$558 billion-\$1.2 Trillion

Ref. source JAMA April 11, 2012 Vol. 307, 2012





Your Journey



Awakening

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Policies and Procedures

Customer Focus

Environment

Awakening



Awakening.....Remember These Rooms



Awareness

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Customer Focus

Environment

Laboratory Systemic Approach



Laboratory Structure Formulation













Adoption ... and Beyond

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Customer Focus

Environment

ADOPTION....observable evidence



ADOPTION.....observable evidence



Observable Elements of Impact



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Continuum ...



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