



“Inspection Readiness in a CAP15189 Laboratory: Lessons Learned from Standardization, Multi-Site Management, and Digitization of All Documentation and Checklists”

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Chemistry Supervisor
ProMedica Laboratories

Lab Quality Confab
October 24,2017

PROMEDICA HEALTH SYSTEM

We serve 27 counties in northwest Ohio and southeast Michigan with 12 hospitals, numerous health care centers, and an extensive array of specialties.



GETTING STARTED – THE LEAN WAY

ProMedica Labs started our LEAN journey back in 2004, before it was popular in the laboratory.

- Team approach, each team learned one of the LEAN Tools
- Bench Level techs were included and empowered, they know the work
- Not just another new fad

NO REAL OWNER– THE STORE ROOM STORY

- The main lab storeroom was used by all but “owned” by none
- Our first project that was employee led without our LEAN Trainer
- Our project story was published in CAP Today in May 2006

THE STOREROOM STORY



Thirty seconds is all the ProMedica Laboratories staff needs to retrieve any item from the Lean-organized storerooms. Above (from left) preanalytic technician Karen Bonkowski and medical technologist Bonnie Rashleigh.

- Cleared 20% of the space
- Found items that were ordered in duplicate
- Found unused & expired items
- Placement that made sense
- The 30 second rule

CAP Today – May 2006

CONTINUOUS PROCESS IMPROVEMENT

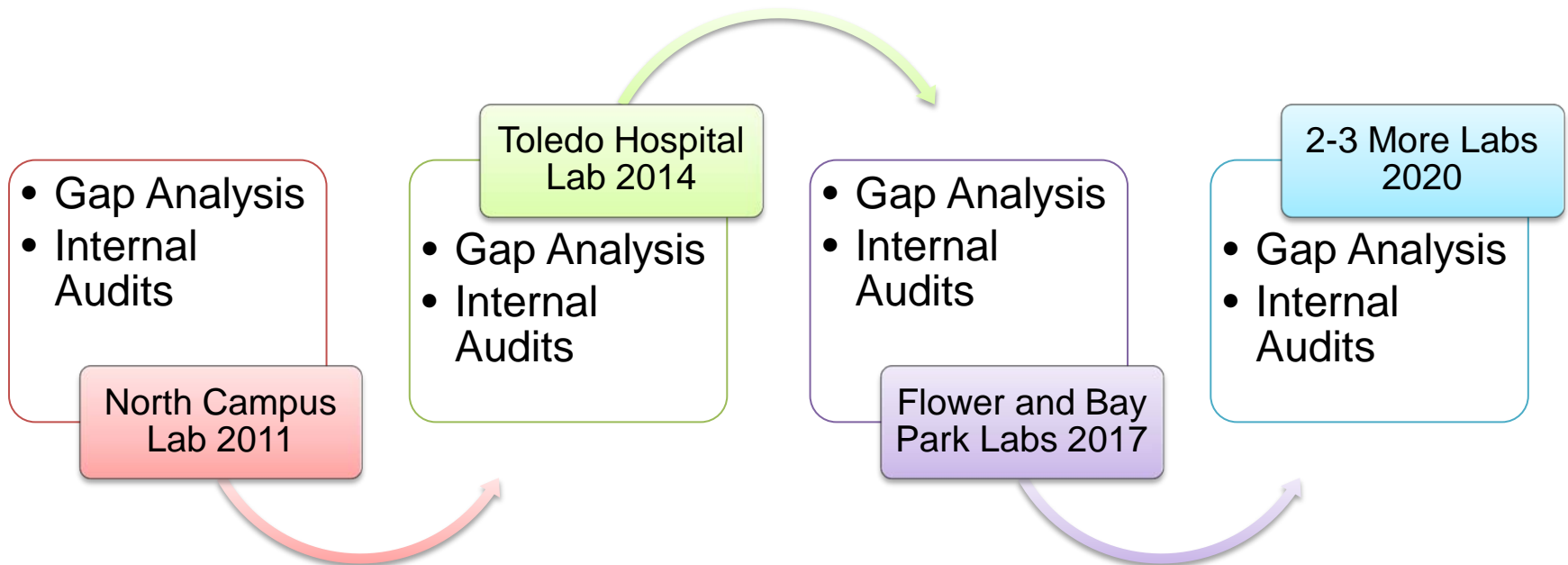
- ProMedica Labs now utilizes Process Engineers to incorporate LEAN training and tools into all of our projects
- “Boots on the ground” - all employees have an understanding of value added, RCA, quality and process improvement.
- This has become part of all we do!

INTRO TO ISO 15189

- The next step was ISO 15189 certification
- This was not easy and was not initially embraced
- Once the improvements and processes were in place, the value became evident
- We were the 13th lab to achieve this certification – a point of pride



WHAT IS NEXT – ISO 15189 PROGRESS



STANDARDIZATION

- How can you turn a diverse group of hospitals & labs into a cohesive group? It is NOT always a happy “marriage”
- The Lab formed **FOCUS GROUPS** for each discipline
 - Subject matter experts from each lab came together once a month to work toward standard practices and procedures and solve problems
 - Everyone had an equal say, not just the “big house” calling the shots
 - Familiarity and friendship created cooperative teams, no longer us vs. them
- Standardized equipment increased support and troubleshooting experience

WORKING SMARTER NOT HARDER

- No matter how hard we worked and how much we improved, there were still some laborious tasks that had to be done.
- There were still some items that were found to be deficient by inspectors.
- A checklist to remind you to do your checklist?????????



There had to be a better way!

WHAT CAN TECHNOLOGY DO FOR US?

- Technology now is so advanced from what it was when we started (no matter when that was!)



- What kind of things could lend themselves to technology?



- How can we save time, money and do things that help with a green initiative?



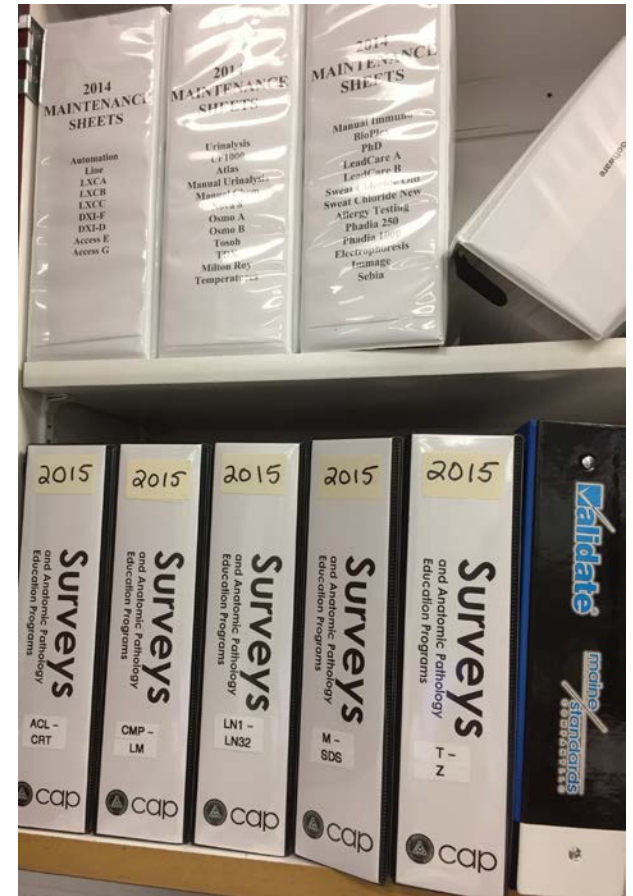
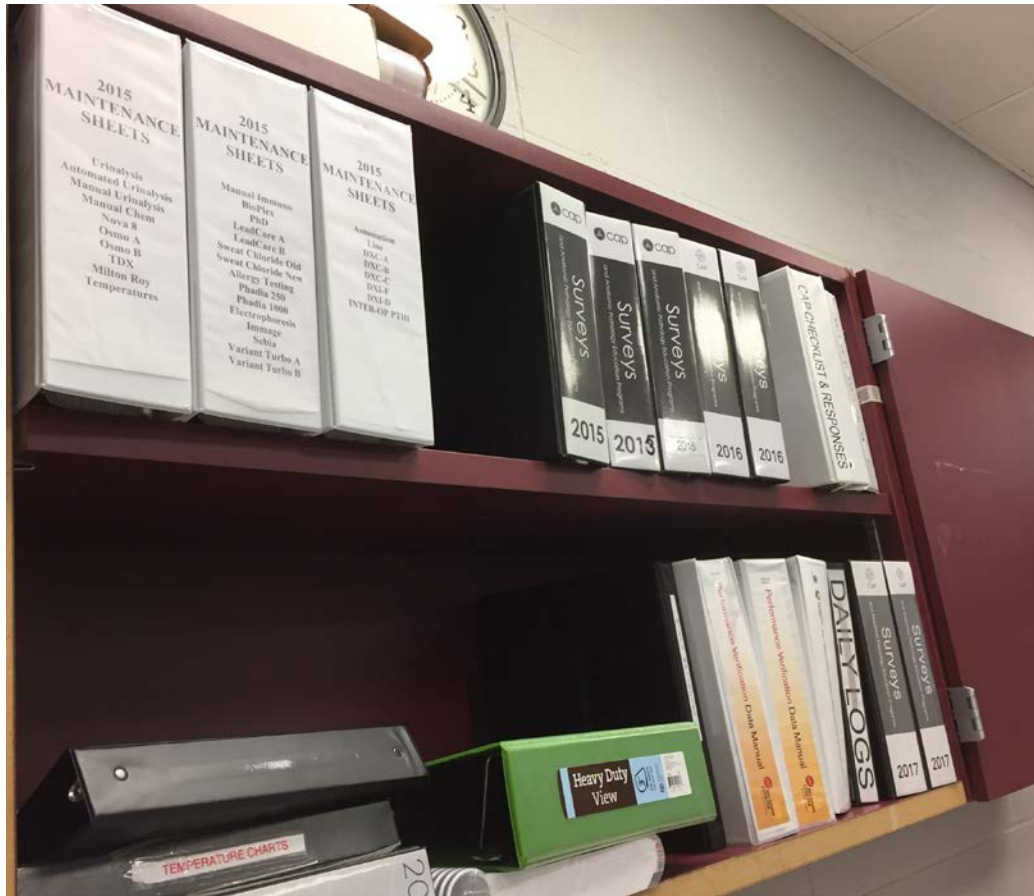
THEN THERE WAS AN IDEA!



INSPECTION READY & BETTER OUTCOMES









- Electronic CAP Survey storage and approval routing
- Electronic monthly QC storage and routing
- Electronic LJ charts & detail for QC values
- Electronic Service reports & recalls
- ProMedica Innovations + KapiosHealth = Lab Assured Compliance Solution

CAP SURVEY STORAGE



ELECTRONIC CAP SURVEY STORAGE

| Name | Date modified |
|------------------------|--------------------|
| ACA-A | 6/26/2017 8:08 PM |
| ACL-A | 8/14/2017 7:51 AM |
| AL2-A | 7/7/2017 10:13 AM |
| AL2-B | 9/21/2017 2:50 PM |
| API - UDS-A | 6/3/2017 2:48 PM |
| April 2017 Linearities | 7/21/2017 7:53 AM |
| AQ-A | 9/7/2017 10:33 AM |
| AQ-B | 9/21/2017 9:19 AM |
| ARP-A | 6/26/2017 8:16 PM |
| BL-A | 4/28/2017 10:25 AM |
| BL-B | 9/7/2017 9:03 AM |
| BNP5-A | 6/8/2017 5:21 PM |
| BNP5-B | 9/21/2017 9:50 AM |
| C-A | 8/25/2017 9:21 AM |
| CAR-A | 6/8/2017 8:22 AM |
| CAR-B | 9/21/2017 9:47 AM |
| C-B | 9/22/2017 11:46 AM |
| CM-A | 6/8/2017 5:22 PM |
| CR-A | 5/22/2017 2:43 PM |
| CRS-A | 9/21/2017 3:26 PM |
| D6-A | 6/2/2017 1:58 PM |
| D6-B 2017 | 9/21/2017 8:37 AM |
| ELP-A | 6/13/2017 11:50 AM |
| ELP-B | 9/22/2017 8:34 AM |
| FF-A | 9/21/2017 3:17 PM |
| FLD2-A | 5/25/2017 10:39 AM |
| FLD2-B | 9/25/2017 8:08 AM |
| FLD-A | 4/19/2017 11:22 AM |
| FLD-B | 9/22/2017 8:28 AM |
| FP-A | 5/31/2017 8:36 AM |
| G-A | 6/6/2017 3:33 PM |
| G-B | 9/7/2017 8:46 AM |
| GH5-A | 6/22/2017 3:30 PM |
| GH5-B | 9/7/2017 3:13 PM |
| K-A | 6/29/2017 3:21 PM |
| K-B | 9/7/2017 8:49 AM |
| KET-A | 9/21/2017 1:55 PM |
| LN3-A | 7/3/2017 10:02 AM |
| LN6-A | 8/25/2017 2:21 PM |

| Name | Date modified |
|---|--------------------|
|  BNP5-B 2017 Bixby Acceptable.pdf | 7/17/2017 9:36 AM |
|  BNP5-B 2017 FCH.pdf | 8/22/2017 12:10 PM |
|  BNP5-B 2017 FH Acceptable.pdf | 9/21/2017 9:50 AM |
|  BNP5-B 2017 FMH.pdf | 8/29/2017 11:21 AM |
|  BNP5-B 2017 Herrick Acceptable.pdf | 7/17/2017 9:38 AM |
|  BNP5-B 2017 NCL.pdf | 7/17/2017 11:28 AM |
|  BNP5-B 2017 Participant Summary.pdf | 7/17/2017 10:58 AM |
|  BNP-B 2017 PMRH Acceptable.pdf | 7/28/2017 2:37 PM |

- Survey data & Participant Summaries are all stored in one common location – no more paper and books to go from desk to desk, easy overview & comparison
- Reports are uploaded to our Document Control system to follow our approval procedure

QC RECORD STORAGE



ELECTRONIC QC

Unity™

TDM CONTROL ON AU-M

June 2017 • Lab 109002

TOLEDO HOSPITAL LABORATORY
2141 GIANT STREET
TOLEDO OH 43606
Attention: LONI MASON
BIOCHEMICAL PATHOLOGY

Monthly Evaluation

TDM 1,2,3 • Lot 27720 • Exp 30-Nov-2019

Please review your QC reports for June 2017.

Your tests are all within established parameters.

CHRIS

1. DIGOXIN LVL 1 CVR IS AT 1.6

Everything can be done and viewed remotely from anywhere – no more waiting for papers to travel from place to place – easy overview

Reviewed by Joseph Shackelford MLS(ASCP) 07/19/2017

Bonnie Rashleigh C(ASCP) 7/19/17

Corrective Action

I changed 6 reagent syringes on 7-16-17, did 6 month maintenance on unit 2, and changed the lamps on both units. Recal and new reagent should correct.

Christopher Emerson C(ASCP)CM 07/21/2017

Reviewed by Nicole Hubbard, M.D.

Date 9/27/17

OSMOLALITY BY MANUAL CHEM , TTH-C1AA LOT #: 31811

```
>342.6
-----
340.5
338.4
-----
336.3
C334.2
332.1
*330.0
M327.9
325.8
C323.7
-----
321.6
319.5
-----
<317.4
DATE      2  4  6  9 10
2017     JUL
Type <cr> to continue
```

Captured in
real time

| QC SUMMARY | MEAN | S.D. | C.V. | # OBS | ACCEPTANCE RANGE |
|--------------------|---------|-------|------|-------|------------------|
| EXPECTED | 330.000 | 4.000 | | | 2 SD |
| ACTUAL | 328.400 | 2.510 | 0.76 | 5 | |
| PREVIOUS MONTH | 329.400 | 2.798 | 0.85 | 15 | |
| 2ND PREVIOUS MONTH | 328.929 | 2.165 | 0.66 | 14 | |
| 3RD PREVIOUS MONTH | 331.214 | 2.486 | 0.75 | 14 | |

Type <cr> to continue

OSMOLALITY BY MANUAL CHEM , TTH-C1AB LOT #: 31811

```
>342.6
-----
340.5
C338.4
-----
336.3
334.2
332.1
M*330.0
327.9
325.8
323.7
-----
C321.6
319.5
-----
<317.4
DATE      1  3  5  7  8
2017     JUL
Type <cr> to continue
```

| QC SUMMARY | MEAN | S.D. | C.V. | # OBS | ACCEPTANCE RANGE |
|--------------------|---------|-------|------|-------|------------------|
| EXPECTED | 330.000 | 4.000 | | | 2 SD |
| ACTUAL | 329.800 | 4.324 | 1.31 | 5 | |
| PREVIOUS MONTH | 330.471 | 2.294 | 0.69 | 17 | |
| 2ND PREVIOUS MONTH | 330.000 | 3.047 | 0.92 | 15 | |
| 3RD PREVIOUS MONTH | 331.722 | 2.761 | 0.83 | 18 | |

ELECTRONIC SERVICE REPORTS

One place to look for your instrument records -

| Name | Date modified |
|-----------------|--------------------|
| AU 5812 | 9/12/2017 10:14 AM |
| AU 5822 | 8/31/2017 8:08 AM |
| Automation Line | 9/22/2017 11:42 AM |
| AUWi | 8/7/2017 8:04 AM |
| BIO-PLEX | 9/28/2017 9:07 AM |
| DXI-D | |
| DXI-F | |
| Image | |
| Nova8 | 6/23/2017 1:51 PM |
| Phadia 250 | 9/25/2017 1:51 PM |
| PHADIA 1000 | 6/23/2017 1:50 PM |
| Turbos | 3/29/2017 2:29 PM |
| Vidas | 7/19/2017 11:25 AM |

Type: File folder
Date modified: 9/28/2017 9:07 AM
Size: 8.48 MB
Files: Bar Code scanner and key board.pdf

Easily spot trends and issues

- Pwer Processor 022817.pdf
- recapper 051117.pdf
- Recapper 062517.pdf
- Recapper 080117.pdf
- Recapper 082317.pdf
- Stockyard 022717.pdf
- Stockyard 030917.pdf
- Stockyard 082317.pdf
- Stockyard 082517.pdf
- Stockyard Gripper 060217.pdf
- Stockyard PM 032117.pdf

MICROSOFT VIDEO - LACS

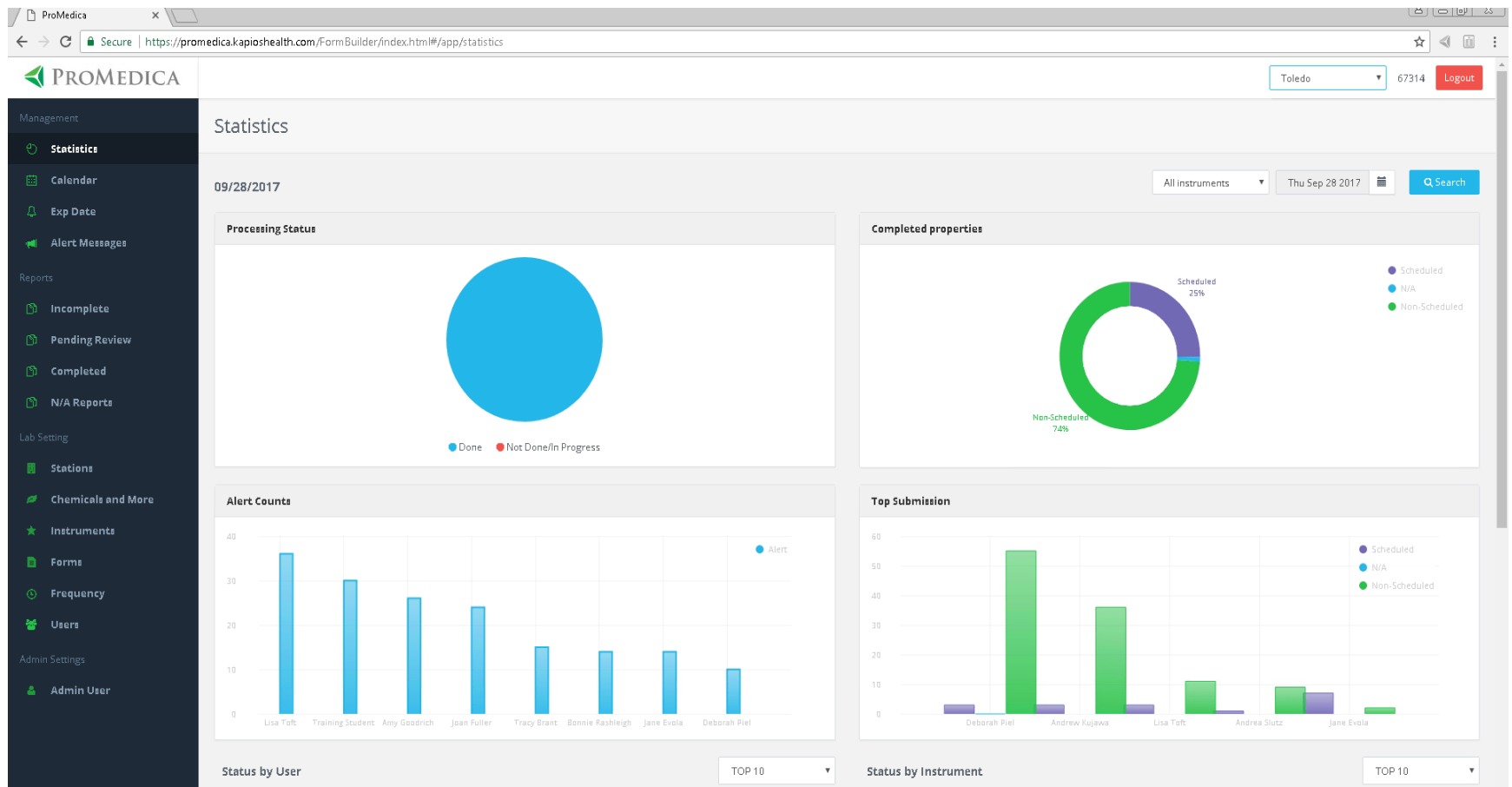
MICROSOFT CASE STUDY - LACS

LACS - LABORATORY ASSURED COMPLIANCE SOLUTION – WHAT IT CAN DO

- BOOSTS THE PRODUCTIVITY OF THE LAB TECHNOLOGISTS AND TECHNICIANS
- MAINTAINS THE INTEGRITY OF THE DOCUMENTATION
- REPLACES COMPLIANCE DEFICIENCIES AND PERFORMANCE FAILURES

**WITH SIMPLE, FAST AND SUCCESSFUL
AUDITS AND INSPECTIONS**

LACS- WHAT IT CAN DO - DASHBOARD



LACS– WHAT IT CAN DO – CALENDAR VIEW

ProMedica x

Secure | https://promedica.kapiohealth.com/FormBuilder/index.html#/app/app_calendar

PROMEDICA

Toledo 67314 Logout

Management

- Statistics
- Calendar**
- Exp Date
- Alert Messages

Reports

- Incomplete
- Pending Review
- Completed
- N/A Reports

Lab Setting

- Stations
- Chemicals and More
- Instruments
- Forms
- Frequency
- Users

Admin Settings

- Admin User

Calendar

Review and Save

SEPTEMBER 2017

| Sun | Mon | Tue | Wed | Thu | Fri | Sat |
|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|---------------------------------|
| 27 (55/55) 100% Completed | 28 (71/71) 100% Completed | 29 (60/60) 100% Completed | 30 (54/54) 100% Completed | 31 (66/66) 100% Completed | 1 (53/53) 100% Completed | 2 (62/62) 100% Completed |
| 3 (53/53) 100% Completed | 4 (69/69) 100% Completed | 5 (62/62) 100% Completed | 6 (75/75) 100% Completed | 7 (53/53) 100% Completed | 8 (53/53) 100% Completed | 9 (60/60) 100% Completed |
| 10 (55/55) 100% Completed | 11 (70/70) 100% Completed | 12 (60/60) 100% Completed | 13 (54/54) 100% Completed | 14 (55/55) 100% Completed | 15 (51/51) 100% Completed | 16 (62/62) 100% Completed |
| 17 (53/53) 100% Completed | 18 (69/69) 100% Completed | 19 (59/59) 100% Completed | 20 (55/55) 100% Completed | 21 (52/52) 100% Completed | 22 (52/52) 100% Completed | 23 (59/59) 100% Completed |
| 24 (54/54) 100% Completed | 25 (69/69) 100% Completed | 26 (61/61) 100% Completed | 27 (53/53) 100% Completed | 28 (56/56) 100% Completed | 29 (39/50) 78% Completed | 30 (13/21) 18% Completed |
| 1 (1/53) 2% Completed | 2 (1/69) 1% Completed | 3 | 4 | 5 | 6 | 7 |

LACS– WHAT IT CAN DO – PENDING REVIEW

ProMedica x

Secure | https://promedica.kapiohealth.com/FormBuilder/index.html#/app/pending_report

PROMEDICA

Toledo 67314 Logout

Management

- Statistics
- Calendar
- Exp Date
- Alert Messages

Reports

- Incomplete
- Pending Review**
- Completed
- N/A Reports

Lab Setting

- Stations
- Chemicals and More
- Instruments
- Forms
- Frequency
- Users

Admin Settings

- Admin User

Pending List

Station 09/22/2017 - 09/29/2017 ViewCount: 25 Search

Select All: ☐ Mark as Reviewed

| No | Select | Station | Instrument | Report Name | SubTitle | Reporter | Property | TargetDate |
|----|--------------------------|-------------------------------------|------------------------------|-----------------------------|------------|---------------|--------------|------------------|
| 19 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | Creat | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:21 |
| 18 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | Barbiturates | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:21 |
| 17 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | Mag | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:20 |
| 16 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | BUN | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:20 |
| 15 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | Trig | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:20 |
| 14 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | Glucose | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:20 |
| 13 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | CO2 (Bicarb) | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:20 |
| 12 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | TRFN | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:20 |
| 11 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | Calcium | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:19 |
| 10 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | ALT | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:19 |
| 9 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU5812 | Albumin | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:19 |
| 8 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU Calibrators | TCA | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:13 |
| 7 | <input type="checkbox"/> | Reagents/Controls/Calibrators(Chem) | AU Calibrators | TCA | | Andrew Kujawa | Non-Schedule | 09/29/2017 08:13 |
| 6 | <input type="checkbox"/> | Image | Image Reagents | Image Free Kappa | Free Kappa | Jane Evola | Non-Schedule | 09/29/2017 05:09 |
| 5 | <input type="checkbox"/> | Hydrasis | HYDRASYS & HYDRASYS 2_Manual | Phoresis - Daily Task | | Jane Evola | General | 09/29/2017 12:00 |
| 4 | <input type="checkbox"/> | Hydrasis | HYDRASYS & HYDRASYS 2_Manual | Daily Reagents Changed | | Jane Evola | General | 09/29/2017 12:00 |
| 3 | <input type="checkbox"/> | Hydrasis | HYDRASYS & HYDRASYS 2_Manual | Daily Phoresis | S/N 779 | Jane Evola | General | 09/29/2017 12:00 |
| 2 | <input type="checkbox"/> | Hydrasis | HYDRASYS & HYDRASYS 2_Manual | Daily Maintenance | S/N 779 | Jane Evola | General | 09/29/2017 12:00 |
| 1 | <input type="checkbox"/> | Assist | Phoresis ASSIST | Daily Maintenance Log Sheet | | Jane Evola | General | 09/29/2017 12:00 |

« 1 »

LACS– WHAT IT CAN DO – VIEW FORMS

Detail

Station

Maintenance

Instrument

Mimmu_Manual

Form Title

Manual Immunology - Daily Task

Sub Title

Manual Immunology

Slide #1

* MI pending log

☒ Yes ☐ No

* BioPlex Maintenance

☒ Yes ☐ No

* PhD Maintenance (Tuesday & Friday)

☒ Yes ☐ No

* Ultra Maintenance (Thursday)

☐ Yes ☒ No

* Log all reagent, calibrators, QC

☒ Yes ☐ No

* Run lot-to-lot on new lot PhD slides

☐ Yes ☒ No

* Enter controls into LIS

☒ Yes ☐ No

* Worksheets initialed & filed

☒ Yes ☐ No

* Inventory (Mon.)

☐ Yes ☒ No

Delete
















Update

OK

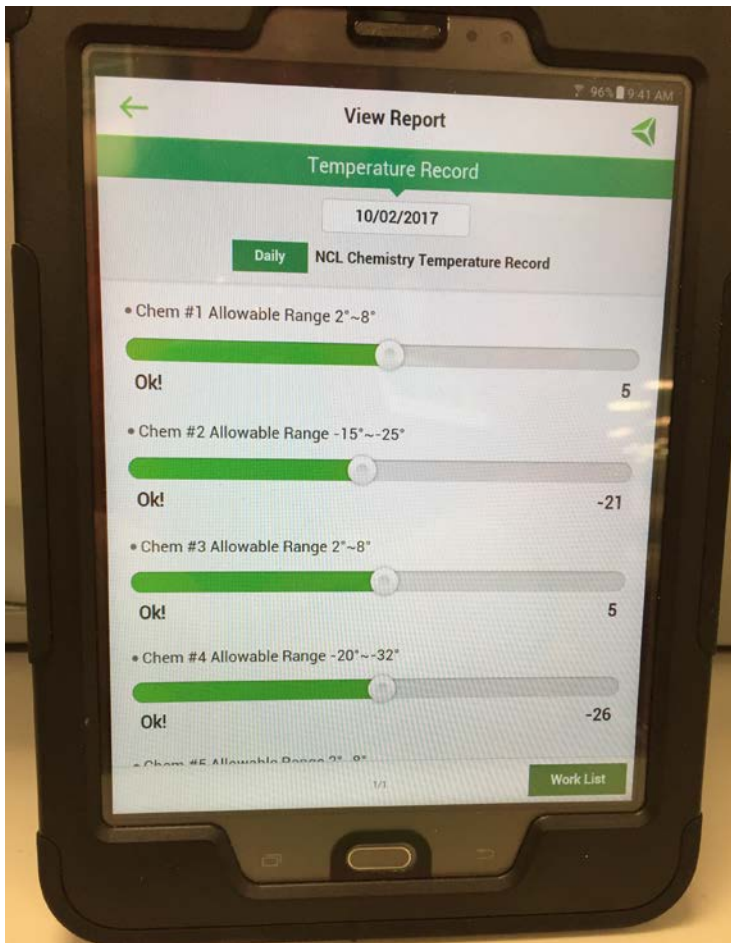
LACS– WHAT IT CAN DO – TEMPERATURES

| | |
|------------|----------------------------------|
| Station | 3rd Shift |
| Instrument | Temperature Record |
| Form Title | NCL Chemistry Temperature Record |
| Sub Title | Consolidated Measurements |

Slide #1

| | | |
|-----------------------------------|--|-----|
| Chem #1 Allowable Range 2°--8° |  | 5 |
| Chem #2 Allowable Range -15°--25° |  | -18 |
| Chem #3 Allowable Range 2°--8° |  | 4 |
| Chem #4 Allowable Range -20°--32° |  | -26 |
| Chem #5 Allowable Range 2°--8° |  | 2 |
| Chem #6 Allowable Range 2°--8° |  | 6 |
| Chem #7 Allowable Range -12°--24° |  | -12 |
| Chem #8 Allowable Range -60°--70° |  | -69 |
| Chem #9 Allowable Range 2°--8° |  | 6 |
| Chem #10 Allowable Range -15°--20 |  | -15 |
| Chem #11 Allowable Range 2°--8° |  | 5 |
| Chem #12 Allowable Range 2°--8° |  | 6 |
| Chem #13 Allowable Range 2°--8° |  | 3 |
| Chem #14 Allowable Range 2°--8° |  | 4.5 |
| Chem #15 Allowable Range 2°--8° |  | 4 |

LACS– WHAT IT CAN DO – TEMPERATURES



- One page for easy movement from fridge to fridge
- Allowable temps coded into form
- Easy slide bar adjustment – no typing
- If out of acceptable range, bar turns red and forces a corrective action entry

LACS– WHAT IT CAN DO – FORM BUILDER

ProMedica x

Secure | https://promedica.kapiohealth.com/FormBuilder/index.html#/app/form_detail?id=3044

PROMEDICA

Toledo 67314 Logout

Management

- Statistics
- Calendar
- Exp Date
- Alert Messages

Reports

- Incomplete
- Pending Review
- Completed
- N/A Reports

Lab Setting

- Stations
- Chemicals and More
- Instruments
- Forms**
- Frequency
- Users

Admin Settings

- Admin User

Form Details:

- Station: 1st Shift
- Instrument: Urines 1st
- Form Title: A UW Daily Maintenance UF-1000 #15411
- Sub Title: FIRST SHIFT
- Doc ID: TTH-AUW-Daily Log-0001
- Frequency: Daily Shift 1
- Auto-fill: ☐ This means server side cache.
- EndDate:

Slide 1 [Add New Slide](#)

| | | | |
|-----|-------------------------------|--|-----|
| ▲ ▼ | * Check Reagents | <input type="radio"/> Yes <input type="radio"/> No | ✎ ✕ |
| ▲ ▼ | * Check Fluid in Trap Chamber | <input type="radio"/> Yes <input type="radio"/> No | ✎ ✕ |
| ▲ ▼ | * Clean Instrument Surfaces | <input type="radio"/> Yes <input type="radio"/> No | ✎ ✕ |
| ▲ ▼ | * Perform Shutdown/Restart | <input type="radio"/> Yes <input type="radio"/> No | ✎ ✕ |
| ▲ ▼ | * Verify Background Counts | <input type="radio"/> Yes <input type="radio"/> No | ✎ ✕ |
| ▲ ▼ | Background Check | | ✎ ✕ |
| ▲ ▼ | * RBC <1.0 CELL (1) | <input type="text" value="1234"/> | ✎ ✕ |
| ▲ ▼ | * WBC <1.0 CELL (1) | <input type="text" value="1234"/> | ✎ ✕ |
| ▲ ▼ | * EC <1.0 CELL (1) | <input type="text" value="1234"/> | ✎ ✕ |
| ▲ ▼ | * CAST <0.2 CELL (1) | <input type="text" value="1234"/> | ✎ ✕ |

Question **Header**

Selected Type: Header

Title

[+ Add](#)

LACS– WHAT IT CAN DO – DEFINE USERS

User List

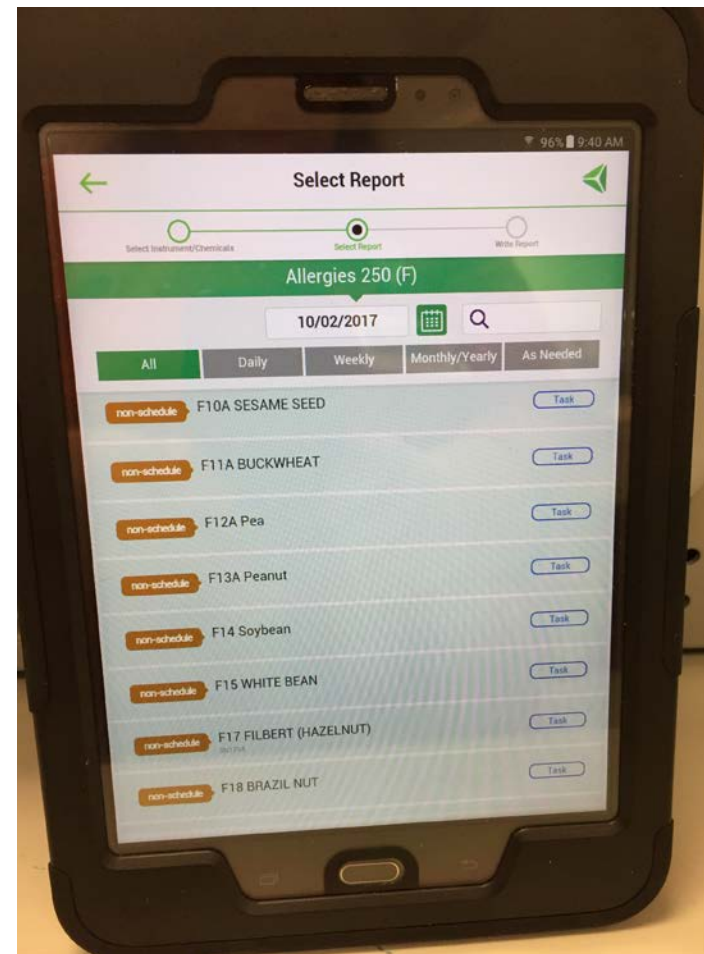
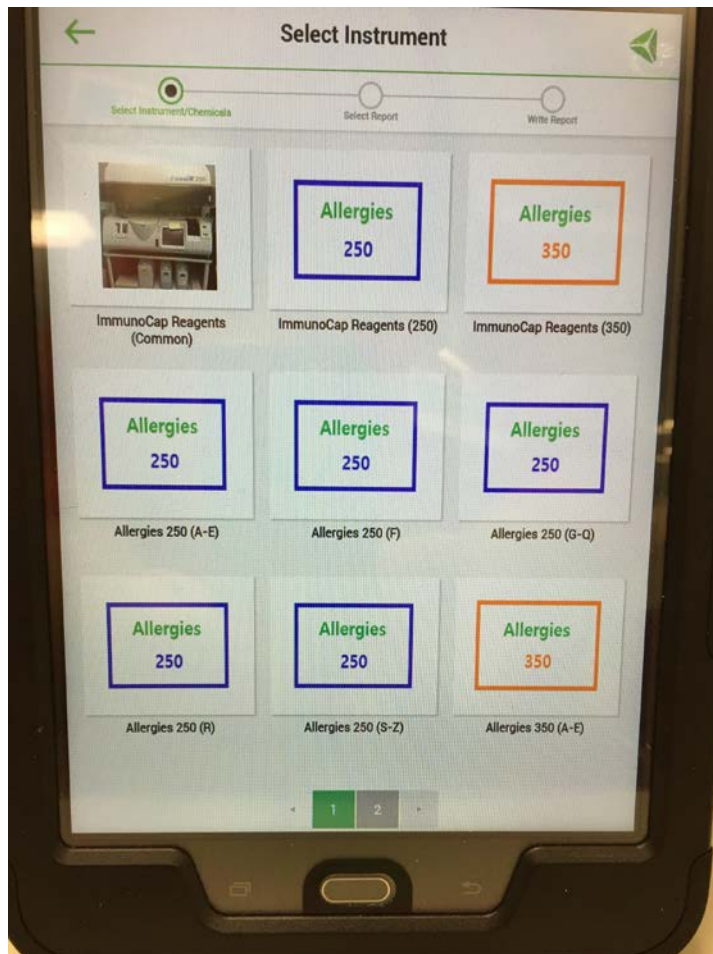
Name ViewCount: 10

| No | SecurityLevel | ID | FirstName | LastName | email |
|----|---------------|-------|-----------|------------|--------------------------------|
| 6 | TECH3 | 89466 | Lolanda | Mason | |
| 5 | Bench Tech | 89235 | Jane | Evola | |
| 4 | Supervisor | 67314 | Bonnie | Rashleigh | bonnie.rashleigh@promedica.org |
| 3 | TECH3 | 53371 | Deborah | Piel | |
| 2 | Bench Tech | 47910 | Chris | Speier | |
| 1 | TECH3 | 33449 | Gerald | Titkemeier | |

« ‹ 1 2 3 4 › »

[Add New](#)

LACS– WHAT IT CAN DO – REAGENT LOGGING



ROI FOR LACS FOR JUST ONE DEPARTMENT

So many ways to save and go green –

- Supervisor Time savings
- Tech 3 Time savings
- Paper Cost
- Copier / toner costs
- Storage Costs
- Inspection Ready Everyday!

Think of what an
ENTIRE Lab could
Save each year !

| Item | Quantity | Monthly Savings | Extended | Monthly Savings Calculations |
|--|----------|--|--------------------|-------------------------------|
| A review was conducted of 60 pages | | | | |
| 92 missing verifications out of 7050 checks | | | | |
| Saves technologists approximately 13 hours each month in administrative tasks such as preparing, printing, distributing, managing, troubleshooting, and filing maintenance logs. | 13 | \$ 30.00 | \$ 390.00 | 13 hour X \$30.00 = \$390.00 |
| Saves supervisors approximately 3 hours per month in just reviewing and signing each page of documentation. (Overall LACS saves supervisors of each department 15 hours per month.) | 1 | \$ 675.00 | \$ 675.00 | 15 hours X \$45.00 = \$675.00 |
| Time savings with improved biennial CAP audits | 1 | | | |
| Time savings with improved biennial peer reviews | 1 | | | |
| In printing and document storage alone, it saves over \$45.00 each year. \$9.74 worth of paper and \$25.76 worth of ink plus three 2" binders. | 1 | \$ 3.75 | \$ 3.75 | \$45.00 divided by 12 months |
| Regulations dictate these documents must be stored for the life of the instrument plus 2 years. This leads to average external storage costs of approximately \$5.76 per year. | 1 | \$ 0.48 | \$ 0.48 | \$5.76 divided by 12 months |
| Labor to maintain and store documents. | | | | |
| | | | | |
| | | | | |
| | | | | |
| Notes: | | Total Monthly Savings with LACS | \$ 1,069.23 | |
| Estimated salary of a technologists is \$36,000 per year or \$3,000 per month. The burdened monthly rate is \$3,900 per month. The burdened hourly rate is \$30. | | | | |
| Estimated salary of a lab supervisor is \$72,000 per year or \$6,000 per month. The burdened monthly rate is \$7,800 per month. The burdened hourly rate is \$45.00. | | | | |

HOW DO WE KNOW HOW WE ARE DOING?

METRICS & Daily Management

- Monitor crucial TAT
 - Monitor instrument downtime
 - Monitor defects (wrong orders, hemolyzed, labelling...)
 - Monitor & measure specific pain points
-
- ***Improve in small steps immediately rather than waiting for the perfect solution***

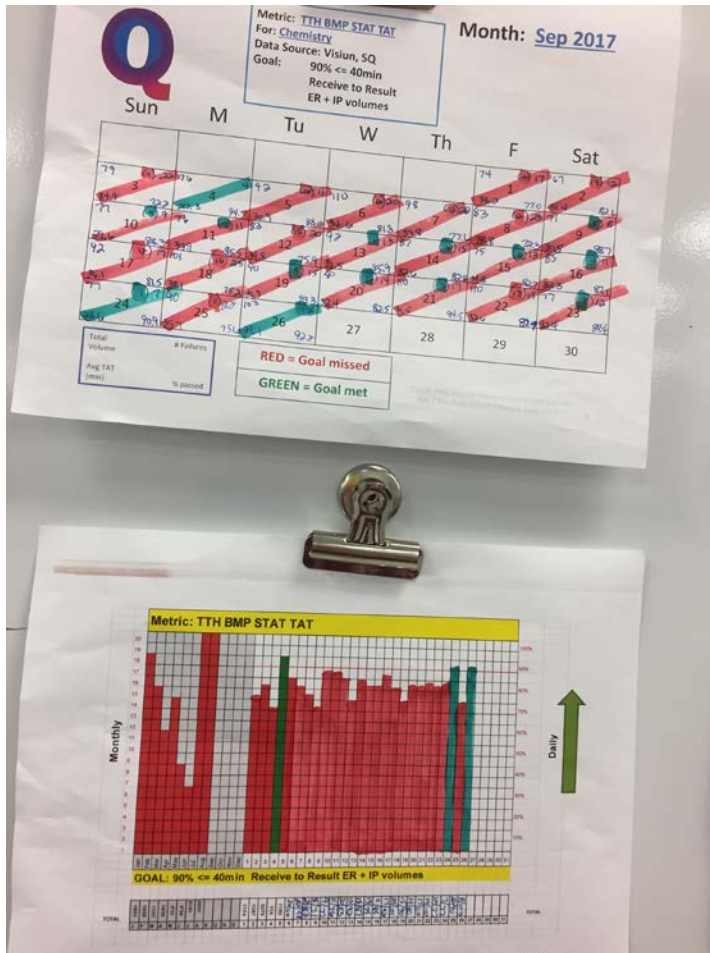
SPREAD THE WORD - SUCCESS

We take every opportunity to celebrate
our successes !

- Lab Week Activities
- Project Closeouts
- ISO Awareness Week
- 5S Competition
- Toledo Hospital Disaster Olympics



LESSONS LEARNED



- Make sure you have the correct data for your metrics
- You need to have the correct tools available to your techs
- COMMUNICATION –better to have MORE than less– we under communicate by a factor of 10



Questions?



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