# Improving Quality using a LEAN approach

## Adding Value for our Patients: Opportunities from a Pathology Consolidation

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# Vision for the New Service

## Care For Life

## World Class

Constantly Improving

Best Practice

Innovation

# People care for people

Every sample is a **person**

She puts her **trust** in us

They wait and worry about what the test will mean

People don't choose when to be ill

They don't care how or where the test gets done

They never question the results from the laboratory

They **trust** us to get it right

They have no direct recourse to complain

So we **owe them our best** at all times

# Challenges – all change at once

New Logistics

New facilities

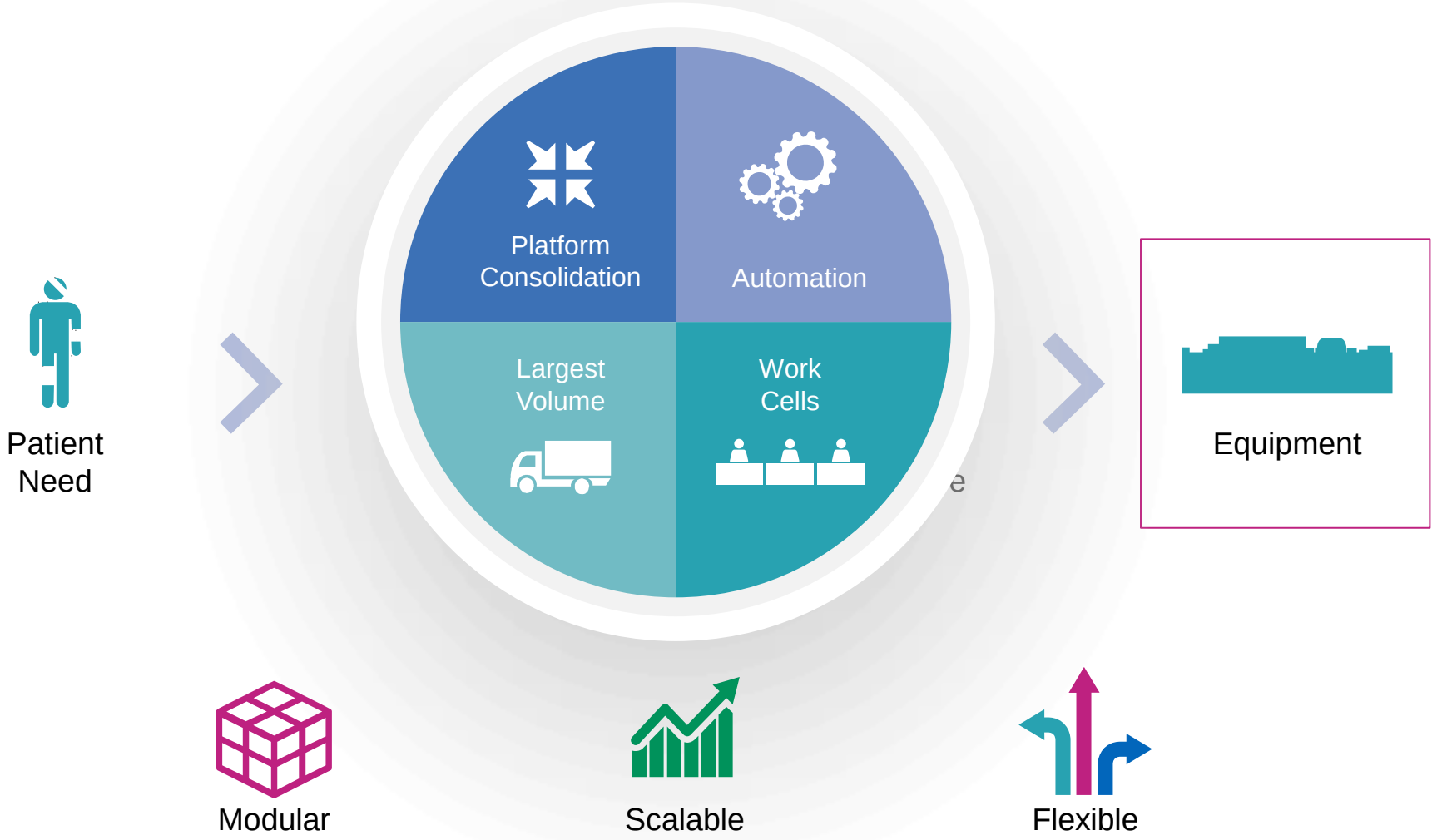
New Processes

New Equipment

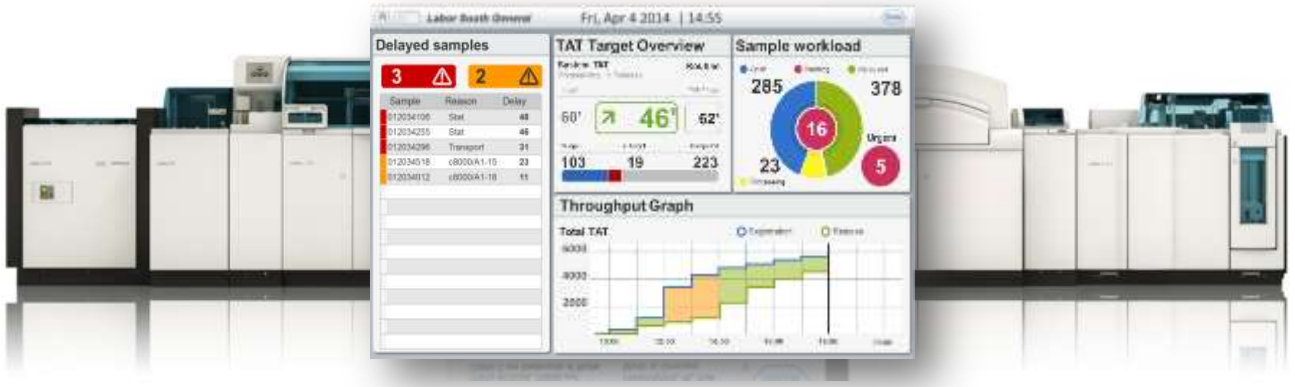
New IT Infrastructure

New staff structure

# New equipment



# Redefining the constraints




Remote Diagnostics

Equipment

Self Diagnosing

Pack Sizes

"Management System"

Auto Stock

Stability

Replenishing

Fault Tolerant

Enhanced

Autoload

Rule Base

Reduced Maintenance

Real time

Walk Away Time

Schedules

Business

Analytics

# Facilitate new processes

## e.g. Microbiology

Next day for PM samples

Delays

Now 24/7

TAT Improved

Better antibiotic prescribing

Savings

**…must consider the whole pathway**

# New staff structure

Technology Focused Rules

Scientists Freed Up, Adding Value

Understanding of Flow

Task Visibility

Pull Staff to Work

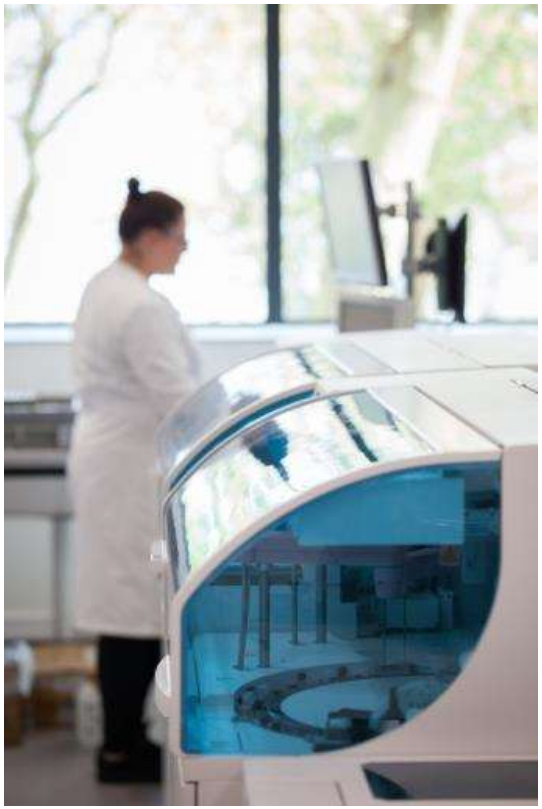
Increased Staff Engagement & Commitment

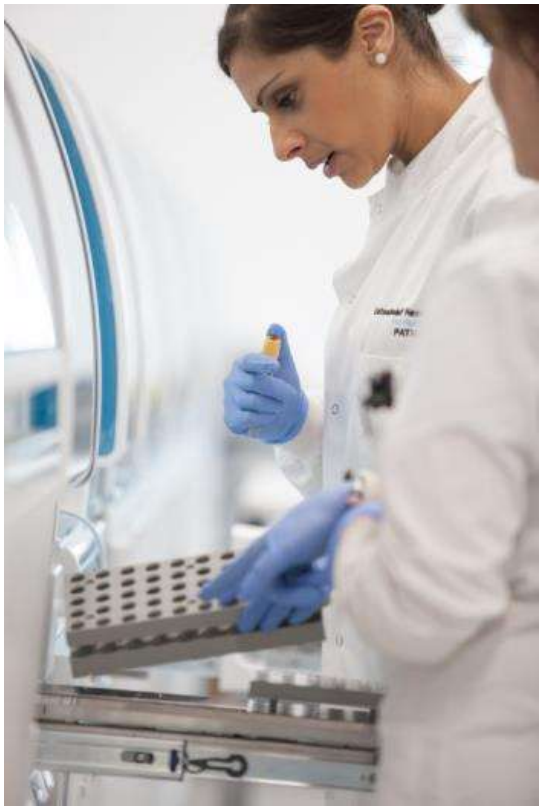
# New facilities

# Flexibility built into the design

# New laboratory

# A Laboratory fit for purpose……





**for both now, and the future…..**

# New procedures

> 3000

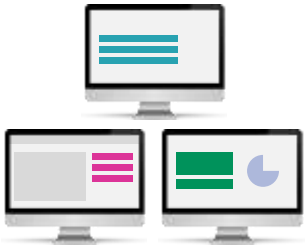
PROCEDURES

over 3 combined sites

THERE SHOULD BE

# 1 BEST WAY

# Old IT system



**3** PATIENT ADMIN SYSTEMS

F57VCD22104

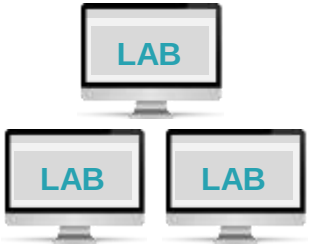
M49FKA37618

H50VWP38901

**MULTIPLE**

HOSPITAL RECORD NUMBERS

**4** ELECTRONIC ORDERING SYSTEMS




**3** LABORATORY SYSTEMS

**COMPLEX**

CUTOVER PLAN

**24 / 7**

**3** CONTINUOUS SERVICES

# New IT system

**100**

FAILED EVENTS PER DAY

**99%**

RELIABILITY

- Increased Data Quality
- Minimal Touch
- Real-time Error Checking
- Sample ID Issued
- Reduced Patient Risk
- Reject Defective Samples
- Direct Loading
- Reduces TAT
- Automatic Registration
- Remove Biggest Waits

# Visual control system

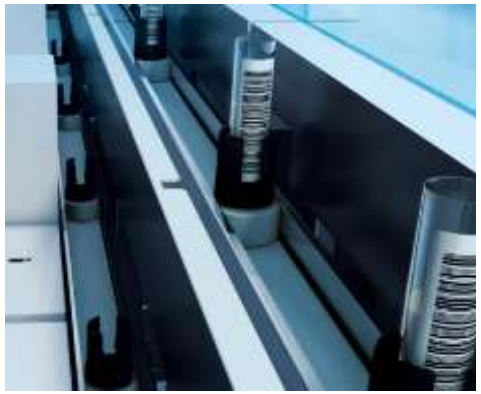
Information Anywhere

Real-time Monitoring

Error Prevention

Customisable

# Why is real-time necessary?



**10,000**

SAMPLES PER DAY

**70,000**

TESTS PER DAY

**400,000**

IT TRANSACTIONS PER DAY

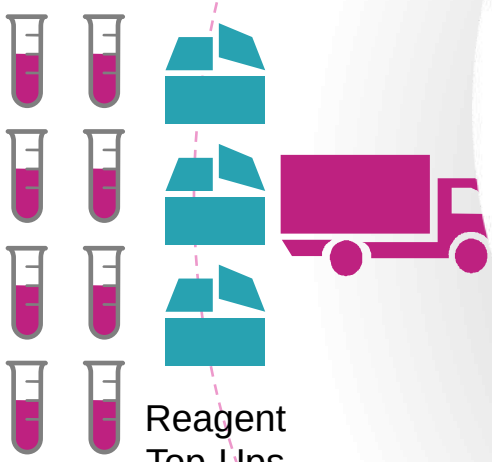
# New logistics

GP Surgery

Hospital

# New logistics

GP Surgery



Reagent
Top-Ups

# Where does Service Quality come from?

# People care for people

## Remember…

Every sample is a **person**

***Thank you.***