



Laboratory

Case Study: A Hospital in the Midwest

Key Opportunities

- Slow lab test results and poor perception of stat lab test turnaround time
- Low employee morale and a lack of communication between departments
- Test results are unreliable and under reported because hospital staff is filling day-to-day vacancies at 3 outside labs in hospital-sponsored clinics
- Staff dissatisfaction is high and negatively impacting productivity
- Scheduling imbalances are creating a frustrating work environment for employees which is also causing patient satisfaction to decrease

Soyring Solutions

- Aggressive targets for test turnaround times were established to improve patient flow
- Mentor leadership for effective staffing/scheduling processes and relationship building
- Adjust staffing schedule to provide additional coverage during the busiest times
- Education of new lab testing technologies and quality control methodologies

Results

- Identified potential savings of 3.8 FTEs with an approximate financial opportunity of \$105,321
- Reviewed staff roles/responsibilities and schedules to ensure lower number of FTEs can meet scope of responsibilities
- Department demonstrated 90th percentile turnaround time to improve perception

