

# Unsatisfactory Lab Specimens Public Health & Wellness



KPI Owner: Dr. Leslie Wolf

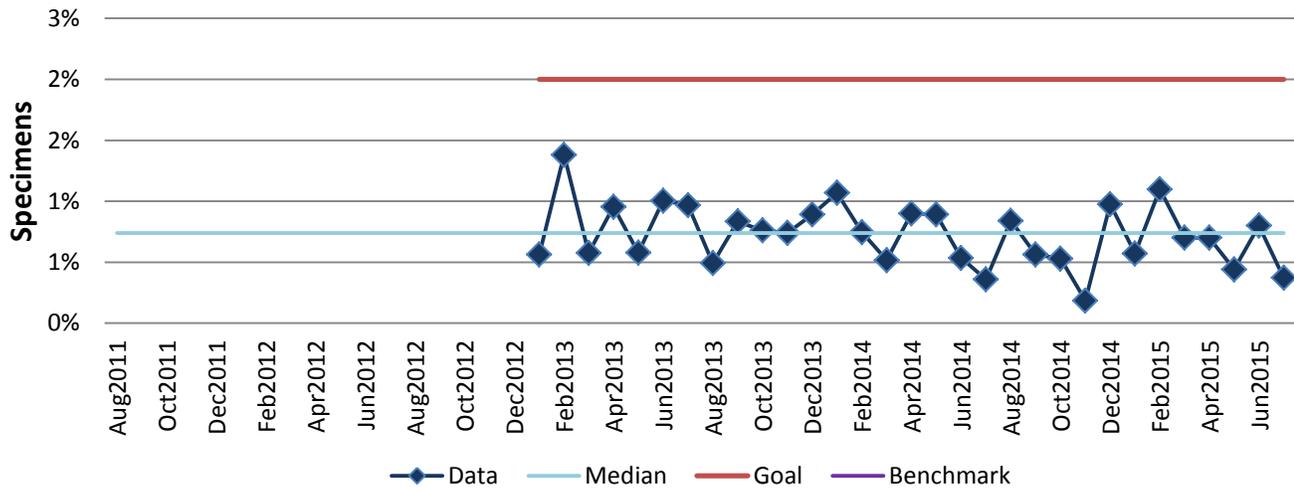
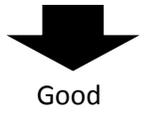
Process: Diagnose and Investigate

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: Cal2013 - 0.76% unsatisfactory specs Goal: Maintain an unsatisfactory lab specimen percentage at or below 2%.  Benchmark: TBD	Data Source: Orchard Harvest  Goal Source: Executive Leadership  Benchmark Source: TBD	Plan-Do-Check-Act Step 8: Monitor and diagnose  Measurement Method: Percentage of lab specimens that are rejected and untested due to poor quality and acceptability.  Why Measure: Improve patient care  Next Improvement Step: Continue to monitor and diagnose

### How Are We Doing?

Aug2014-Jul2015 12 Month Goal	Aug2014-Jul2015 12 Month Actual		Jul2015 Goal	Jul2015 Actual	
<b>2%</b>	<b>0.65%</b>		<b>2%</b>	<b>0.37%</b>	
Specimens	Specimens		Specimens	Specimens	

## Unsatisfactory Lab Specimens



**Root cause analysis is not necessary because there is no gap between the goal and current performance.**