



Project Name

Reduce the rate of rejected blood specimen for NICU patients

Site

Jeddah

Department

NICU

Project Status

Completed

Project Start Date

06-01-2017

Project End Date

01-09-2018

Problem: Why the project was needed?

Between October and November 2016 there was an average of 26 reported SRSs for rejected NICU specimen specific to clot and hemolysis sampling. %.

Benefits/Impact: What is the improvement outcome?
(check all that apply)

- Contained or reduced costs
- Improved productivity
- Improved work process
- Improved cycle time
- Increased customer satisfaction
- Other (please explain)

Aims: What will the project achieve?

To reduce the rate of rejected specimen from 0.08 per NICU patient days to equal or less than 0.04 per NICU patient days.

Quality Domain: Which of the domains of healthcare quality does this project support?
(Select only one)

Efficient

Interventions: Overview of key steps/work completed

Several interventions and actions have been taken at the unit level involving multidisciplinary team nursing and medical in collaboration with laboratory department:

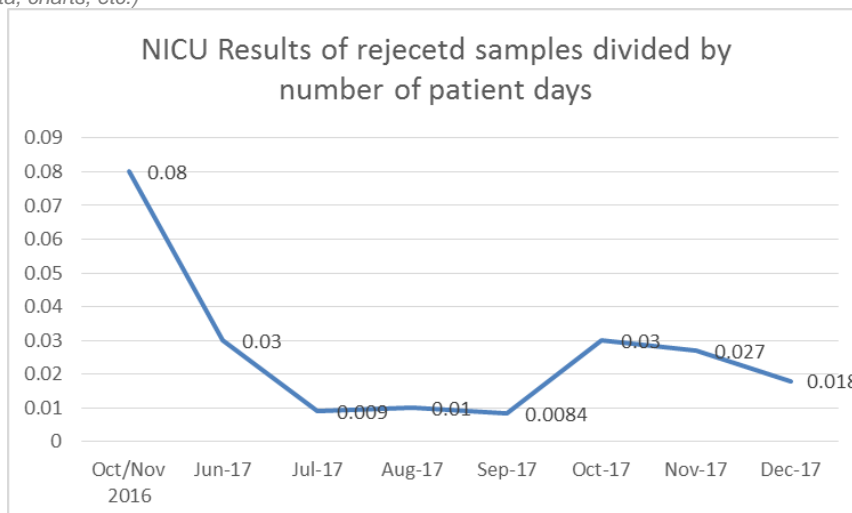
- Root Cause Analysis compiled from nursing and laboratory with findings displayed on a Fishbone Diagram to identify cause and effect relationship that have led to rejected blood specimen:
- Monthly tracing on a unit template for all blood specimen withdrawn with tubes specific to:
Lavender, Green microtainer, PT, PTT tubings

On a weekly basis, the system is being checked for all the specimen taken and logged on the template with all the details regarding the mode of extraction and condition of the patient.

- All Rejected specimen were checked for whether :
 - a. clotted or hemolysed
 - b. Avoidable or non-avoidable rejected specimen based on specific condition of the patient which are reviewed by the physician on a monthly basis.
- Evidence based reviews done to improve practice for blood extraction in Neonates.
- Review of available supplies for blood extraction.
- Education provided for all Nursing team aiming to increase awareness in order to have a better quality of the collected specimen and to avoid hemolysis or clotted samplings

Results: Insert relevant graphs and charts to illustrate improvement pre and post project

(insert relevant graphs, data, charts, etc.)



Project Lead**Name**

(person accountable for project)

Salma Najjar

Team Members**Names**

(persons involved in project)

Ohood Al Haddad (QM facilitator)

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