



**Project Name**

Reduce turnaround Time of Pre-employments serology Marker Tests

**Site**

Jeddah

**Department**

Pathology And Laboratory Medicine Department

**Project Status**

Completed

**Project Start Date**

01-03-2018

**Project End Date**

11-11-2018

**Problem:** Why the project was needed?

1. The Pre-employments serology Marker Tests (Varicella IgG, Measles IgG, Mumps IgG) were performed once per week (in batches).
2. Testing duration time between 6-8 hours (depend on the number of the samples).
3. Results were entered manually in ICIS by two different technologists.
4. Adding new tests to the lists (mumps)
5. Many complaints (QIS), mails and calls were received in regards to the delay.
6. All these affected the hiring process for the new staff or Iqama renewal. Due to that the lab decided to reduce the turnaround time from 8 days to 24 hours, which accelerate the hiring process and increases the satisfaction for all staff.

**Aims:** What will the project achieve?

Reduce the overall turnaround time for serology viral marker from 8 days to 24 hours by (November, 2018).

**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)

**Quality Domain:** Which of the domains of healthcare quality does this project support?

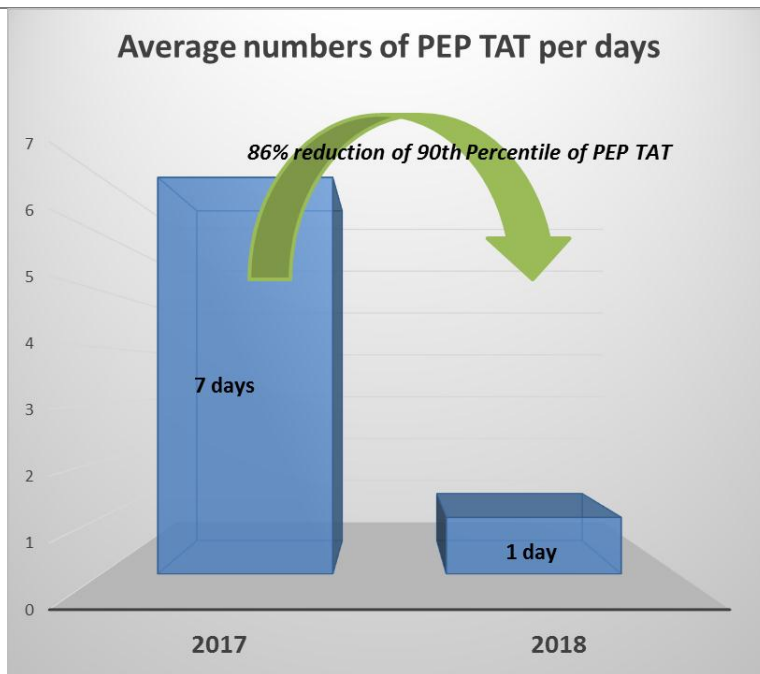
Timely

**Interventions:** Overview of key steps/work completed

- Established new technology which allowing continues loading of samples (eliminate the batching).
- Validate the new machine.
- Connected the machine directly to the LIS system (no manual entry).
- Met with Family medicine and Human resource (HR) to reduce turnaround time (TAT) for pre-employment samples.
- Met with staff to explain the importance of this performance indicator (PI) indicator.
- TAT data were collected to study that 90% of the specimen released with acceptable TAT.
- Increase the staff seen by Family Medicine Department.

**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)*

Dr. Nabeela AIBaz

#### Team Members

##### Names

*(persons involved in project)*

Hadeel Ghurab (QM Facilitator)

Daniyah Bayumi

Bayda Jambi

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Mohammed AL-Johani

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