مستشفى الملك فيصل التخصصي ومركز الأبحاث
King Faisal Specialist Hospital & Research Centre
Gen. Org. مؤسسة عامة

Project Name
Reduction of rejected samples prior to analysis.

Site	Department
Jeddah	DPLM - Chemistry

Project Status	Project Start Date	Project End Date
Completed	04-01-2018	08-31-2018

Problem: Why the project was needed?
An average of 1000 samples per month was received that were loaded onto the pre-analytical unit and then rejected for the following reasons:
- Defective barcodes
- Misplaced barcodes
- Low sample volume.

These samples were placed in the rejected area of the pre-analytical unit and required manual intervention, e.g.:
- New barcodes printed for unclear and misplaced labels
- Low volume samples had to be transferred to secondary cups and loaded directly onto the analyzer.

These rejected samples were not dealt with efficiently which contributed to a delay in their analysis.

Aims: What will the project achieve?
Reduce the number of rejected specimens by 50% end of August 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)
  Click or tap here to enter text.

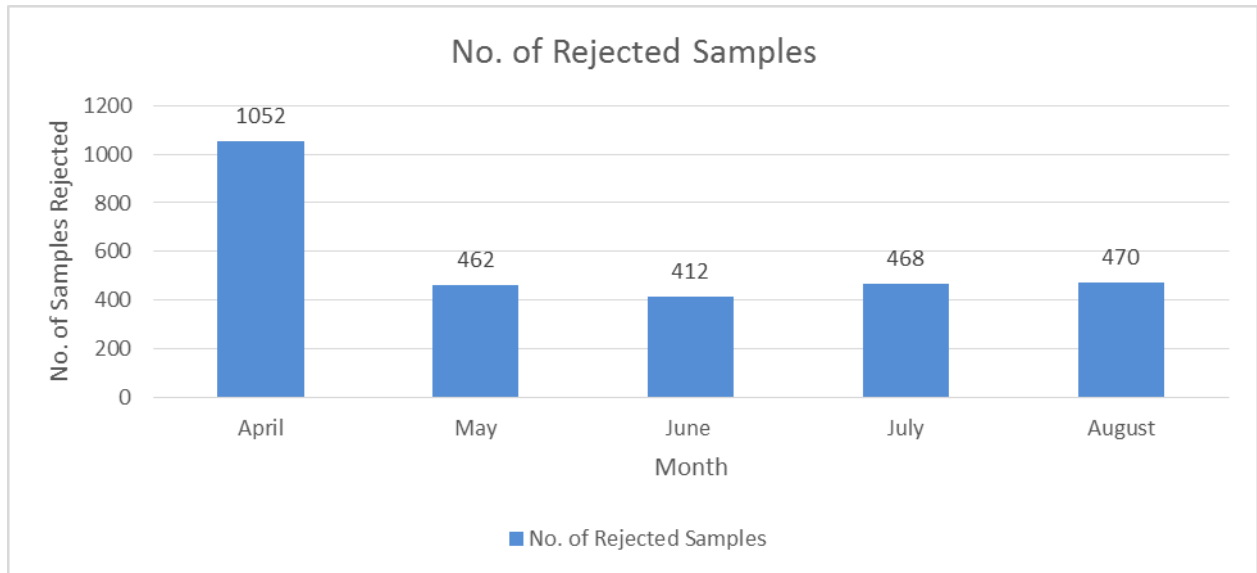**Quality Domain:** Which of the domains of healthcare quality does this project support?
(Select only one)
Efficient

Interventions: Overview of key steps/work completed
- Collected all data related to rejected or unacceptable specimens documented on the log sheets by Chemistry Staff.
- Data was analyzed and the findings were mostly as follow:
  - Printer malfunctions,
  - Misplaced barcode labels and
  - Insufficient sample volume.
- Processing staff were requested to do the following which the team agreed upon:
  - Place all samples with defective barcodes on the Chemistry bench for the reprinting of barcode labels
  - Place all low volume samples (less than 1 mL) on the Chemistry bench for manually transferring the serum / plasma into a secondary cup before being loaded onto the analyzer.
  - It was reiterated and emphasized for the Chemistry Staff to process these samples as soon as possible.

Results: Insert relevant graphs and charts to illustrate improvement pre and post project
(insert relevant graphs, data, charts, etc.)

No. of Rejected Samples

Bar chart titled "No. of Rejected Samples" with y-axis "No. of Samples Rejected" (0 to 1200) and x-axis "Month":
- April: 1052
- May: 462
- June: 412
- July: 468
- August: 470

Legend: ■ No. of Rejected Samples

Project Lead	Team Members
Name *(person accountable for project)* Tracy Gillies	**Names** *(persons involved in project)* Dania Arabai (QM Facilitator) Dr. Nabeela Al Baz Mohammed Al-Johani Jaffar Khiary Sarfinaz Hanbazaza Isabel Ruth Castanares Sundeep Patel Gina Villanueva Reham Ba Eragi Safiah Oun Reman Mattar