



Reducing Operational Cost, STAT Lab Resulting, and Turnaround Time for the administration of Chemotherapy Treatment

Team Members:

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DEFINE

Problem Statement:

The total time to treat patients receiving chemotherapy drug treatment (STAT Lab (CMP) Results required prior) consistently exceeded 100 minutes. This results in delayed treatments as well as increased frustration and inconsistency within the clinical setting. These factors drive increased concerns and issues related to patient flow, patient safety, operating costs, as well as low patient and staff satisfaction.

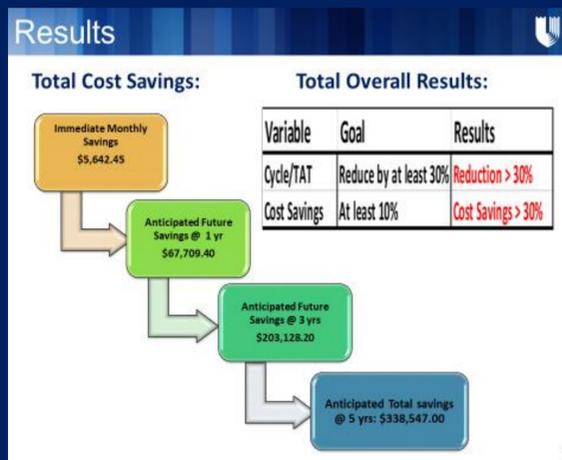
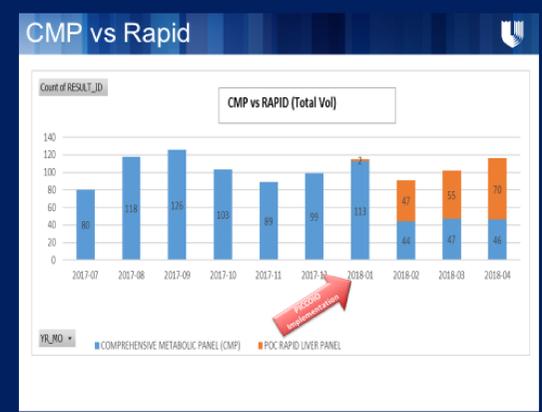
Aim Statement:

- The Lean Six Sigma Team will design and implement a process that standardization, role and responsibility clarification, and workflow improvements resulting in the goal of positively impacting:
- Reduction in overall Turnaround time (TAT) to treat patients by at least 30%
 - Reduction in the average processing times for STAT Lab results by at least 20 minutes.
 - Reduction in the number of patient treatment times exceeding 1.5 hours
 - Reduction in the overall operational costs with savings of at least 10%

Strategic Alignment:

Advancing Health Together (DUHS Strategic Planning Framework)
 Pillar: Patient Care
 Strategic Priority: Enhance consistency, reliability and transparency of care delivery to achieve proven differentiation in outcomes and patient experience.

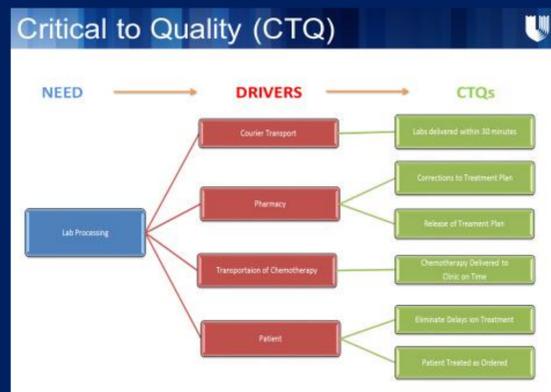
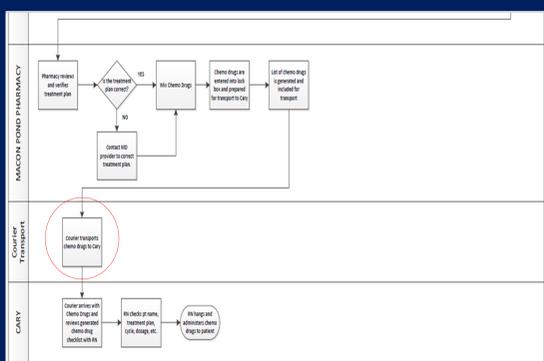
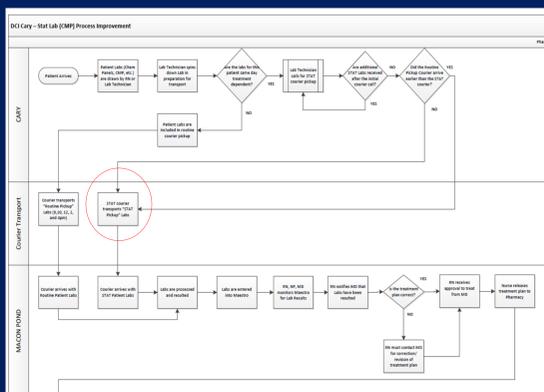
RESULTS



Results Include:

- Successfully eliminated the need and dependency for a courier to transport STAT Labs
- Generated immediate cost savings of 31.12% and more than \$5K per month/\$67K per year/\$338K @ 5 yrs
- Reduced the average turnaround time (Collection to Result) by 63% (103 min. vs. 38 min.)
- Decreased the variability of the time that was required to process STAT labs

MEASURE AND ANALYZE



- Developed Current State Process Diagram, SIPOC, Fishbone Diagrams, etc.
- Collected Voice of Customer (VOC) and translated to Critical to Quality (CTQ) metrics
- Evaluated Causal Factors
- Analyzed collection processes and turnaround times
- Conducted statistical validation using JMP software
- Conducted Stakeholder Sensing Sessions to gather feedback and input from various perspectives