

## Pathology

### Introduction

We worked with the quality improvement team to come up with ideas to improve the work environment within the hospital. I focused on the automated labs.

### Current service

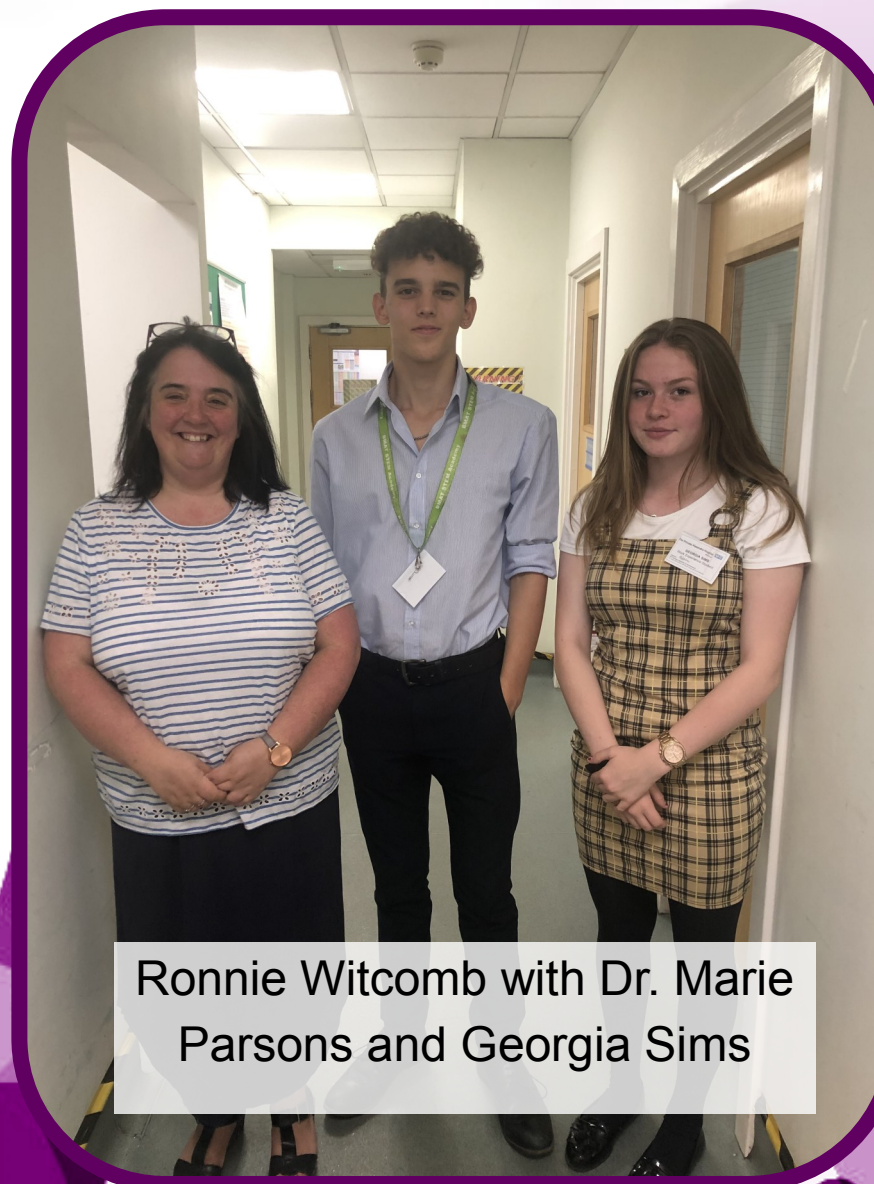
Everyday the lab carries out around 3000 tests, plus they receive 75 –110 add on requests throughout the day. Each of these add on requests are made by phone calls.

### Opportunities to improve

After spending time in the labs watching how the staff work and observing the flow of processes, I discovered that lots of idle time was caused by phone calls for add on requests. I found that this is an opportunity to improve the efficiency of the lab and decrease the time spent logging and organising add on tests.

### Recommendations

My idea is to make a digital system which can automatically organise and batch the add-on tests and print out tests at set intervals to minimise the time spent on add-ons. By using a digital system we could turn the 4 hours a day into 0 hours a day potentially (representing 100% improvement in performance).



Ronnie Witcomb with Dr. Marie Parsons and Georgia Sims

### You and your placement team

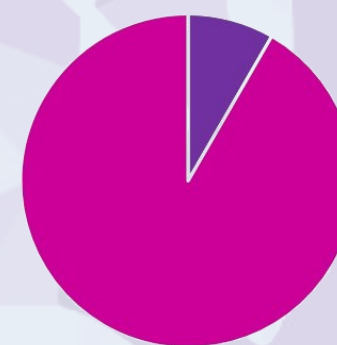
Over the week I have worked alongside many people in different areas of the hospital.

For example I worked with Marie, Martin, Sarah and the rest of the Pathology team in the automated labs. I have also worked with the quality first team members like Robbie and the others. Finally I have worked with the other students to discuss ideas for improvement and gather new insights as to how they may impact other departments.

### Your learning

Over the week I think I've developed my communication skills as I have had to talk to many members within the labs and also within the quality improvement office. Also I've learned about data representation and how certain graphs can be more effective than others.

the usage of time across the team



■ on the phone ■ working