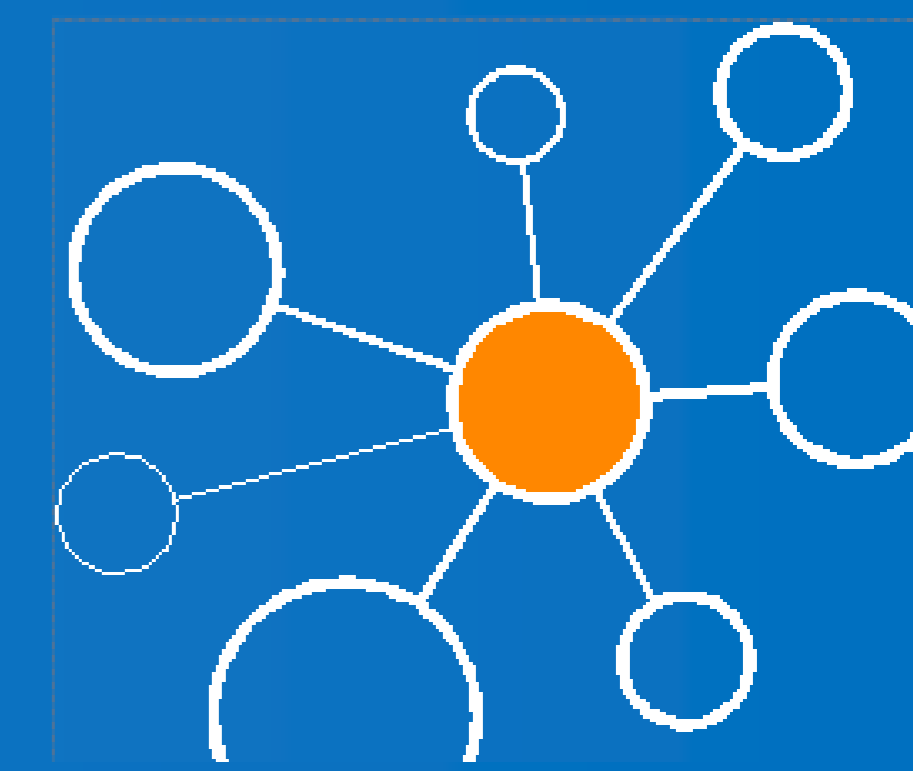


# Improve the quality of the lymphoreticular service in the Cellular Pathology

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## 1. Background

Usually, any haematological patient with clinical symptoms is characterised as being 'unwell', where most of the time the clinical condition is said to be life-threatening; thus the sample will need to be managed very cautiously and quickly.

The Royal College of Pathologists recommends that 90% of all biopsy cases (excluding those requiring decalcification) to be reported, confirmed, electronically authorised and electronically available to the requestor within 7 calendar days of the biopsy being taken. The current biopsy turnaround time in a 7 day period is 40-50%.

## 2. Aim

To increase the percentage turnaround time of lymphoid specimens by 20% within 6 months, that are assessed within 7 days of the sample being taken.

## 3. Method

Firstly I identified our key stakeholders which includes reception staff, porters, theatres and GPs. Then using QI tools including a driver diagram, and PDSAs, I identified some key measures. I identified that communication skills between reception, porters, theatre and GPs needed improving and there was a knowledge gap around prioritisation of lymphoid specimens and importance to process within the reception team. This informed our PDSAs. Data was collected retrospectively on an excel sheet and analysed using run charts.

## 6. Results

- ✓ Staff were more informed regarding the impact of prioritisation of lymphoid specimens and importance to process them as "very urgent" for the patients' treatment planning.
- ✓ Findings show a general upward trend from the base line. By the end of August, the turnaround of lymphoid specimens had increased by 20% during the 12 month period, hence the project aim has been met and successfully completed.

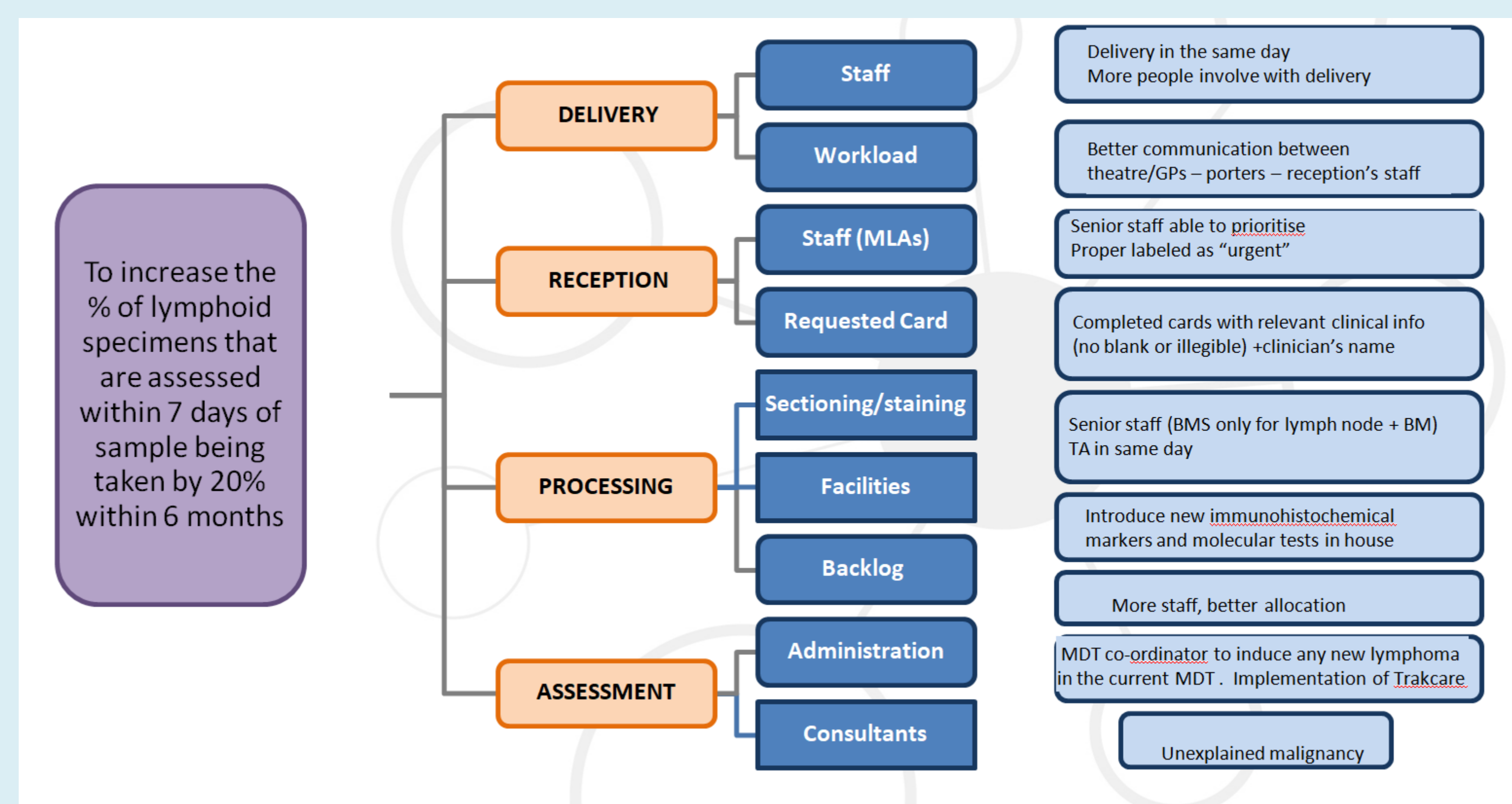
### Points to note:

- Overall departmental turnaround decreased during the 12 month period, and most notably from Feb-19 onwards, to a low of 30.1% reported within 7 days, and 39.4% reported within 10 days of receipt
- Turnaround of all lymphoid requests showed improvement
  - Average before Feb-19 was 33% in 7 days and 58 % in 10 days
  - Average after Feb-19 was 56% in 7 days and 78% in 10 days
- ✓ Improvements of 23% within 7 days and 20% within 10 days

## 7. Next Steps

- Ongoing work will be required to sustain improvements results and continue the project so as to see further results and identify challenges that need addressing.
- Awaiting the Histology Recovery Plan to be implemented.

## 4. Driver Diagram



## 5. Measures

**Outcome Measure:** The percentage of lymphoid specimens that are assessed with a turnaround time of 7 days comparing monthly turnaround time audits.

**Process Measure:** The number of unlabelled lymphoid biopsies treated as non-urgent cases with a turnaround time of 7 days.

**Balancing Measure:** The percentage of all specimens in the lab that are assessed with a turnaround time of 7 days comparing monthly turnaround time audits.

% Requests reported within target turnaround

