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Executive Summary or Abstract

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Standardizing the blood draw process and increasing efficiency of related clerical processes

Proposal

Submitted to:

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Submitted by:

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Date submitted:

September 15, 2019

Approved by: _____
Ms. Likesa Doolotz, Nurse Manager, Un-named Laboratory

Date

Introduction

The Un-Named Clinic's Laboratory provides blood draw services to patients in the Such-and-Such Hospital. The Laboratory has expressed concern regarding the clerical process and turnaround time of their two blood drawing stations. The Nursing staff reports that patients complain of long wait times and lack of service. In addition, the Nursing staff believes the check-in and check-out tasks include too many steps. Moreover, the blood draw process includes too many blood redraws and unnecessary double-checking.

The Nurse Manager of the Laboratory suspects that delays in the clerical process and inefficiencies and variations in the blood draw process are increasing patient wait time. Therefore, the Nurse Manager would like to know if the clerical processes required for each blood draw can be more efficient and if the blood draw process can be standardized. In addition, the Nurse Manager would like to know how much time any proposed changes will eliminate from the patient wait times.

This project will design a standardized blood draw process and increase the efficiency of the related clerical processes. These changes are expected to reduce patient wait time and increase patient satisfaction.

The Un-Named Laboratory asked Team We-Fixit to examine the current practices at the blood drawing stations in Un-Named Clinic's Laboratory, collecting data on site. The team will analyze the data, develop conclusions, and design recommendations for improving the process flow and, as a result, improving patient satisfaction. This proposal presents the plan for this project, including a detailed action plan, timeline, and supporting documentation.

Background

[Note: A section giving **details about the current situation** would appear here.]

- ☐ **Brief client company background:** What type of service or product does it provide?
- ☐ **Description of current situation/problem:** What is the process or issue to be studied and what are the problem(s)? What has led to the current state? How is the current state affecting the client company?
- ☐ **Details and support to illustrate that current state needs improvement:** In detail, what is the current state? Provide multiple types of support to show that the current state needs improvement.
- ☐ **Additional details, if appropriate:** What additional details might be needed to document the client company's situation and the reason(s) for the project?

Goals and Objectives

The primary goal of this project is to design a standardized blood draw process and increase the efficiency of the related clerical processes in the Laboratory's two blood drawing stations. These improvements will, in turn, reduce patient wait times and increase patient satisfaction.

To achieve this goal, Team We-Fixit will address the following objectives:

- Reduce the number of tasks in the patient check-in and check-out procedures
- Identify best practices in the blood draw process
- Decrease the number of patient redraws
- Eliminate unnecessary double-checking

Project Scope

The scope of this project will include examining the clerical tasks in the Laboratory from patient check-in to patient check-out. It will also include examining the nurses' process to draw blood from patients in the Lab. This process begins when the patient sits in the blood draw chair and ends when the nurse has labeled the blood that was drawn.

This project will not include the clerical tasks to open and close the Lab each day. It will also not include the Nurse's record keeping tasks with respect to their patient workload.

Data Collection and Analysis

To determine where improvements can be made to the Laboratory's blood draw and clerical processes, the team will collect and analyze quantitative and qualitative data. This data will be collected through observations, time studies, surveys, and interviews.

Observing Current Processes

[Description of tasks here.]

Reviewing Literature

[Description of tasks here.]

Performing Time Studies

[Description of tasks here.]

Surveying Patients

[Description of tasks here.]

Interviewing Laboratory Staff

[Description of tasks here.]

Analyzing Data and Developing Recommendation

[Description of tasks here.]

Deliverables

On project completion, the Lab will receive the following tools to make the blood draw process more efficient and to reduce patient turnaround time, thus improving patient satisfaction.

- Written procedures for the improved patient check-in and check-out process
- Written procedures for the improved blood draw process
- A new floor layout for the Blood Draw Station
- A written report detailing the recommended process design and discussing how much time the improvements will eliminate from patient wait times, as determined with the ProModel simulation

Project Team and Experience

Team We-Fixit has experience in process analysis, facility planning, simulation, and statistical analysis. The attached resumes (see Appendix A), present the work and educational histories of the Team We-Fixit personnel who will be working with the Un-Named Clinic's Laboratory.

Project Timeline

To complete this project by December 15, 2020 as planned, Team We-Fixit will perform the following key tasks during the timeframes listed below.

Task	Timeframe
Receive project approval	By October 1
Observe the current processes at the Un-Named Labs	October 2– October 16
Review literature	October 2 – November 4
Identify design requirements	By October 18
Conduct time studies at the Un-Named Labs	October 18 – November 4
Develop patient survey	By October 20
Receive approval for patient survey	By October 22
Survey patients	October 23– October 30
Interview laboratory staff	October 30 – November 4
Analyze data and develop alternatives	November 5 – November 25
Perform simulations of alternatives and develop recommendation	November 25 – December 7
Deliver final project report, including procedures and layout	By December 14

Budget

We-Fixit will perform the project described in this proposal for \$XX,XXX payable according to the following schedule:

- \$x,xxx due on project approval
- \$x,xxx due on survey approval
- \$xx,xxx due on completion of on-site data collection
- \$xx,xxx due on project completion

If at any time during the project, Un-Named Lab requests changes to the project scope or deliverables, Un-Named Lab and We-Fixit will discuss how these changes might impact the project fees. If changes occur, We-Fixit will document them for Un-Named Lab's approval.

Conclusion

Un-Named Clinic's Laboratory would like to make the clerical and blood draw processes in the Lab more efficient, and therefore reduce patient wait times. Therefore, We-Fixit will collect and analyze data from the Lab, design new processes, and deliver recommendations for reducing process variations.

On project completion, Un-Named Lab will receive detailed recommendations and supporting documentation for implementing the recommended changes. Implementing the designs that We-Fix-It develops will improve the Lab processes and, as a result, will improve patient satisfaction.

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Reference(s)

Include a list of your cited and attached article(s).

Attachment(s)

Include the first page of your article(s).