



ASSIGNMENT 1

IMPROVEMENT PLAN

KAMPONG CHAM PROVINCIAL HOSPITAL

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BMLS

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I. TOPIC: CRITICAL RESULT REPORTING

- INFORMATION GATHERING

- PROBLEM: CRITICAL RESULT REPORTING < TARGET (100%)
- 24 HOURS DUTY GROUP: 4-5 STAFFS/GROUP
- NUMBER OF CRITICAL RESULTS: ~10-15/DAY
- CUSTOMERS: PHYSICIANS AND PATIENTS (IPD: 9WARDS)

CRITICAL RESULTS REPORTING DATA, JAN-MAY 2019

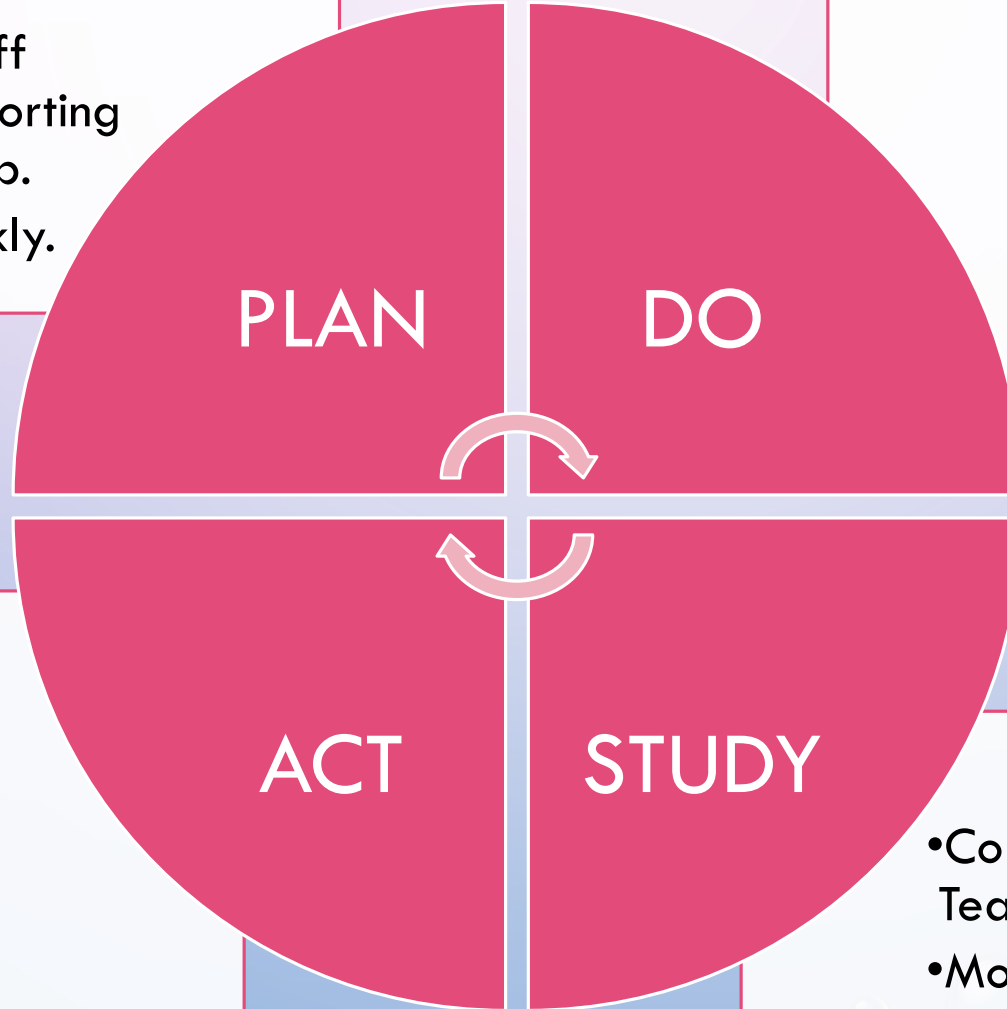
	Jan	Feb	Mar	Apr	May
Total critical results: Glucose (fasting+Random) <50 ; >450 mg/dL	117	114	108	181	162
Total critical results: Potassium (K) <2.9 ; >6.1 mmol/L	52	56	68	95	102
Total Number of critical result (Glu+Postassium)	169	170	176	276	264
Total Number of critical result notification	40	54	58	135	75
Critical report notification (%)	24%	32%	33.0%	48.9%	28%

PDSA cycle

- Increase critical result reporting up to 50% in 3 months

- ✓ Nominate one staff responsible in reporting in each duty group.
- ✓ QAO checks weekly.

- If there is improving, continue implementing the plan for next quarter and documented.
- If fail, modify and plan again and again.



- Meeting to inform all lab staffs about action plan.
- Start implement the plan from first of July.
- Nominated staff need to check recorded critical results compare with CamLIS after 24 hr on duty.
- QA team checks and reports in weekly meeting.
- Minimize quarterly staff performance evaluation score in case any staff forget to report.

- Collect data from weekly meeting QA Team.
- Monitor monthly result in QI chart by QAO.

III. BENEFIT/RISK ANALYSIS

Benefits	Risks
<p>Laboratory</p> <ul style="list-style-type: none">➤ Monitor quality Indicator/data that set up in the our lab.➤ Allow lab staffs to be aware and understand the importance of critical result report. <p>Customers</p> <ul style="list-style-type: none">➤ For physician, efficient and effective treatment is provided on time.➤ Better health care service for patients.➤ Save patient life on time.	<p>Laboratory</p> <ul style="list-style-type: none">➤ More works to do and take times.➤ Increase cost for phone call.➤ Demotivate staff when receiving low incentive according to staff performance evaluation score. <p>Customers</p> <ul style="list-style-type: none">➤ For physicians, feel annoy when lab staff call to inform frequently.➤ For patient, No risk observe.

The background features a vertical gradient from light pink at the top to light blue at the bottom. Several realistic water droplets of various sizes are scattered across the frame, with some in the top-left and bottom-right corners. A faint, large circular watermark is centered in the upper half of the image.

THANK YOU