

#### • REASON :

Feedback from physicians about the results of our lab.Lot of sample rejection

### BENEIT

### • LABORATORY :

- Save time
- Save money
- Better quality samples and result
- Satisfy from customers

### CUSTOMERS:

- Save time
- Save money
- More confidence on Lab



## RISK

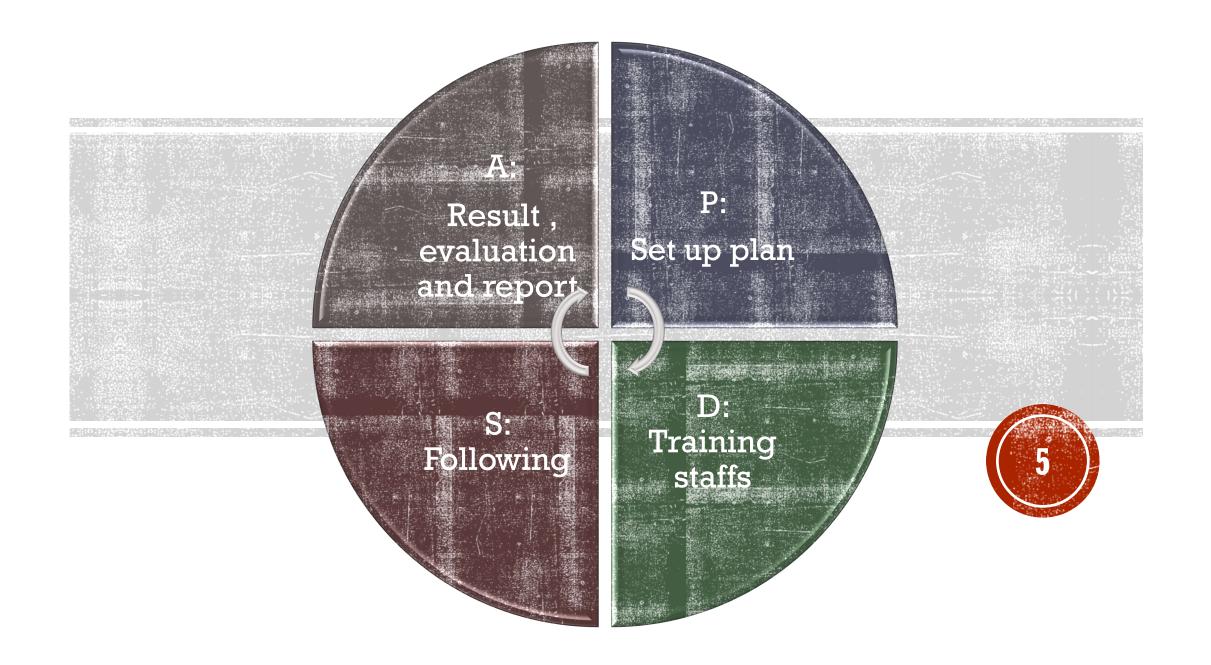
#### • LABORATORY :

- Need more training to our staffs
- Less samples
- Staff more pressure

### • CUSTOMERS:

- Complaining





### **SET UP PLAN**

- Our plan is focus on sample collection
- Sample quality will be increase in 6 months



## **TRAINING STAFFS**

- Training staffs, nurses following the SOP
- Job aids, Poster in specimen collection



## FOLLOWING

• Check : spot, every month, three months.



# RESULT, EVALUATION AND REPORT

### •<u>Result (1) :</u>

- Sample rejection reduce
- Number of sample received by ward is the same or increase
- Complaining from customers reduce
- $\Rightarrow$  Result of our plan improve.
- $\Rightarrow$  Conclusion : Our plan is accept.
  - $\Rightarrow$  Monitoring our PDSA.



# RESULT, EVALUATION AND REPORT

#### • <u>Result (2) :</u>

- Sample rejection increase
- Number of sample received by ward reduce
- Complaining from customers increase
- $\Rightarrow$  Result of our plan not improve.
- $\Rightarrow Conclusion : Our plan is unacceptable.$  $\Rightarrow DO PDSA again !$



# THANK YOU

