

CASE STUDY:
LABORATORY
CONSULTATION
IMPROVEMENTS

A Hospital in the Midwest

Case Study: Laboratory Consultation Improvements

Key Opportunities:

- + Slow lab test results and poor perception of stat lab test turnaround time
- + Low employee morale and a lack of communication between departments
- + Test results are unreliable and under reported because hospital staff is filling day-to-day vacancies at 3 outside labs in hospital-sponsored clinics
- + Staff dissatisfaction is high and negatively impacting productivity
- + Scheduling imbalances are creating a frustrating work environment for employees which is also causing patient satisfaction to decrease

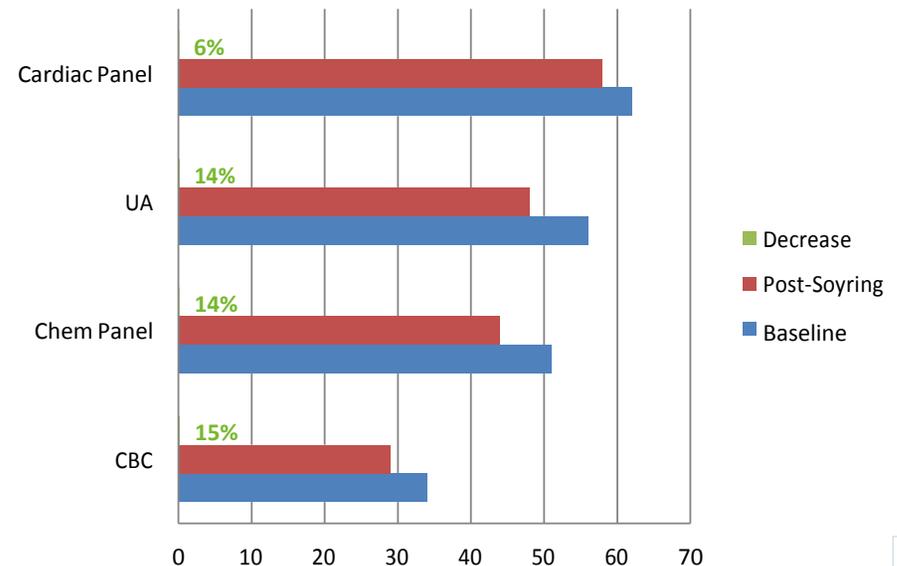
Soyring Solutions:

- + Aggressive targets for test turnaround times were established to improve patient flow
- + Mentor leadership for effective staffing/scheduling processes and relationship building
- + Adjust staffing schedule to provide additional coverage during the busiest times
- + Education of new lab testing technologies and quality control methodologies

Project Results:

- + Identified potential savings of 3.8 FTEs with an approximate financial opportunity of \$105,321
- + Reviewed staff roles/responsibilities and schedules to ensure lower number of FTEs can meet scope of responsibilities
- + Department demonstrated 90th percentile turnaround time to improve perception

Test Turnaround Times



About Soyring Consulting

Soyring Consulting provides clinical and managerial consulting services to healthcare facilities of all sizes, including For-profit, Not-for-profit, Community, University, and Faith-based facilities and systems. Our team has worked in more than 35 states across the United States in all departments, including emergency, critical care, surgical services, sterile processing, nursing/clinical units, diagnostic, and support areas. Our hospital-wide projects focus on strategy, productivity, and facility design. By combining our experience, proven knowledge, and time-tested skills, we work with your team to create targeted opportunities, along with the plan and achievable goals to reach them. For more information, visit www.soyringconsulting.com or call our corporate office at (727) 822-8774 to speak with a representative of our leadership team.



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