Continuous Quality Improvement Updates

Bandera 2015

Building A CQI Program

- Overview of Projects

  - Yellow Belts – 6 projects

  - Green Belts – 8 projects
    - Media Prep
    - Newborn Screening

  - Black Belts – 4 projects

- Challenges

Yellow Belt Projects

- Developing a Shadow Program – Syra Madad and Hala Ayad

- Standardizing the pipette calibration project – Melanie Hines

- Glassware inventory – for ISO accreditation – Gayathri Kammalamal

- 5S Project – Sue Cloud and Carol Brandt

- Creating a new inventory system

- Standardization of SOPs

Green Belt Projects – Media Prep

The overall goal for the Media Preparation Group is the reduction of waste.

- A team of 3 working in Media Preparation Area

  - Internal Waste Reduction – Nora Berrios

  - 12 week schedule – Priscilla Trevino Gonzales

  - Inventory – Megan Snyder

Media Prep
Internal Waste Reduction

- During the 24 months of (6/1/2011-5/31/2013), Media Prep made 8,446 recipes

- 325 errors were identified – most of which were human error

- Error rate – 3.85% which is more than $62,033 in waste

The objective of this project is to improve the process of the media that fails most often. The goal is to reduce the Media production error rate by 10% from 3.85% to 3.46%.

Media Prep
Internal Waste Reduction

- Three lean tools were used to improve the quality of process outputs by identifying and removing the causes of defects (errors)

  - 5 Whys
    - Training issue for new hires

  - Mistake Proofing
    - Highlighting changes to the recipes

  - Spaghetti Diagram
    - Eliminated travel to the second floor

Improvements

- Average Yearly Savings = $23,565

- The new capability is a defect error rate of 0.63%.

Green Belt Projects – Newborn Screening

The goal is to examine processes from the arrival of specimens in the laboratory to the final reporting step in an effort to remove delays, duplications and bottlenecks.

- A team of 5 working in Newborn Screening

  - Galactosemia – Shawn Tupy

  - Mass Spectrometry – Andrew Vinyard

  - Check in and Punching – Tiffunee Odoms

  - Data Entry and Logistics – Cathy Snider

  - T4 - Linda Cao

Black Belt Projects

- Four Projects

    - Communication in the Laboratory

    - Space Utilization Project

    - Tuberculosis Testing Process Improvements

    - Molecular Area Turn Around Time

Future Plans

- Create a 5 Year CQI Plan

- Build a "White Belt" Training program in the laboratory

- Continue working on projects