# Lab Root Cause Analysis (Affinity)

# Knowledge of Services

-learn about services (tests provided) from fee schedule spreadsheet

-not everyone knows about fee schedule

-fees

-services available

-not everyone has access to fee schedule

-fees (prices)

-Knowledge of services available

-getting on internet to see fee schedule to learn about services provided isn’t always convenient in the clinic

-the fee schedule is long and difficult to understand

-Lack of understanding or required time to run tests creates perceptions about slow turn around time (want appropriate expectations for timing for receiving results)

-We would like a list of how long each type of test should take

-We want to better understand Specimen specifications

-don’t always understand what is required to grow a specimen quickly

-We want to better understand Specimen specifications related to receipt of isolates

-understanding of when sample arrives at lab,

-To better understand turn around time, we want to better understand what has to be done, how long test will take

# Use of Services

-We don’t always know what tests are available

-Some have a perception that tests are too expensive

-Some have a perception that tests are too expensive: use fee schedule to judge pricing

-Some have a perception that tests are too expensive:

-didn’t know about volume discounting

-Some have a perception that tests are too expensive:

-disconnect between price on fee schedule (those ordering the tests) and billed amount (those paying the invoices)

Convenience of Services

-Perceive that services could be more convenient

-Turn-around time

-Typing

-for hepatitis, only prophylax for hepatitis type B, need to know which type before administering treatment

-Courier

-needs to come in to get samples out of the refrigerator

-timing (one day can make a really big difference)

-frequency

-arrangements

-(need at least 2 refrigerators): Category Class B level test require separating samples (different refrigerators)

-What about separation in courier vehicle?

-testing equipment/supplies

-other labs provide these for us, compensates for differences in pricing

-fear of backlog slowing down turn around time on results

-e.g. West Nile Virus, need for immediate spraying

-e.g. hepatitis, need for additional testing or immediate prophylaxis

-reverse courier services

-courier brings additional supplies on demand, we send samples

-Knowledge of supplies

-as tests change, need to know about appropriate supplies

-e.g. need clarity on types of tubes to be used for specific tests

-Pricing isn’t always only consideration

-convenience is also a factor

-turn-around time is also a factor

-sample equipment is also a factor

# Pricing of Services

-Perception that tests are too expensive (see above causes)

# Testing Equipment

-Other labs provide testing support:

-sample containers

-ice chests

-test tubes

-other equipment for drawing and sending samples

-test tubes for blood

-swabs

-Supplies expire (don’t want to have unnecessary supplies that become unusable)

-Required supplies change

-as tests change, sample and equipment requirements change

# Results are too slow

-Delay caused by courier

-infrequency of pick-up (only on Monday and Thursday)

-need pick up at least 3 times per week

-prefer daily pick up

-Environmental health pick-up is now around noon

-need later in day when scientists come back in from the field

-Prefer 4:30ish

-Refrigerator

-Call in advance to check on need for pickup

-Tests get bundled with IMC. Tests are delayed by IMC pickup

- Pick up between 10-11 (too early for us to have full days’ tests ready to go)

-don’t want tests to have to wait over night

-prefer a pick up time between 3:30 and 4:00

-want tests unloaded at lab and started the day they are collected at clinic

-facilitate arriving at lab before close of business so they can be started day sample taken

# Priorities for Testing

-We need to establish priorities for which tests should be rushed

-Need for fast turn around time for results are more urgent than for others

- tests which require immediate actions

- e.g. rabies (treatment), West Nile Virus (spraying)