



## Background

The University of Cincinnati Department of Dermatology has a dermatology lab that works with 14 providers and analyzes approximately 28,000 samples.

- 7,000 (25%) are internal customers and 21,000 (75%) are external customers.

## Project Description

The turnaround time on lab results is taking an unnecessary amount of time to upload biopsy reports and send the information to health providers.

- This project will provide some data that internal customers are unable to provide:
  - Customer experience of timeliness.
  - Turnaround time in comparison to other labs in the community.
  - Cost or savings from changes that would be made.
- Improved turnaround time will improve customer and doctor relations, offer a more efficient filing system, and allow for the department to be more competitive.

Evaluation Criteria	Rank	Solution 1	Solution 2	Solution 3
	5	2	3	1
Cost Effective	5	1	3	3
Reduce Errors	4	1	3	1
Ease of Use	3	3	2	1
Feasibility	2	2	2	1
<b>Total Score:</b>	-	<b>32</b>	<b>52</b>	<b>29</b>

## Approach

### Observation of current operations

- The team may find trends in which time, cost, or efficiency is impaired.
- Phase will also acquaint the team with typical work flow.
  - This allows any changes that are made to be compared to the standard.

### Improvement Options

- The team will create several options in order to improve the efficiency of the suffering areas.
  - Includes reviewing data log files to find the current report turnaround time.

### Operation Process Analysis

- Perform process flow analysis on all possible solutions.
- Use the individual concept analysis to determine the best possible solution.

### Report to Client

- Report will include a full analysis of all system and process alternatives.
- Suggested solutions will be ranked by weighted factors.

### Implementation of Solutions

- Implement best solution and record any improvements and test results in cost, efficiency, or turnaround time.

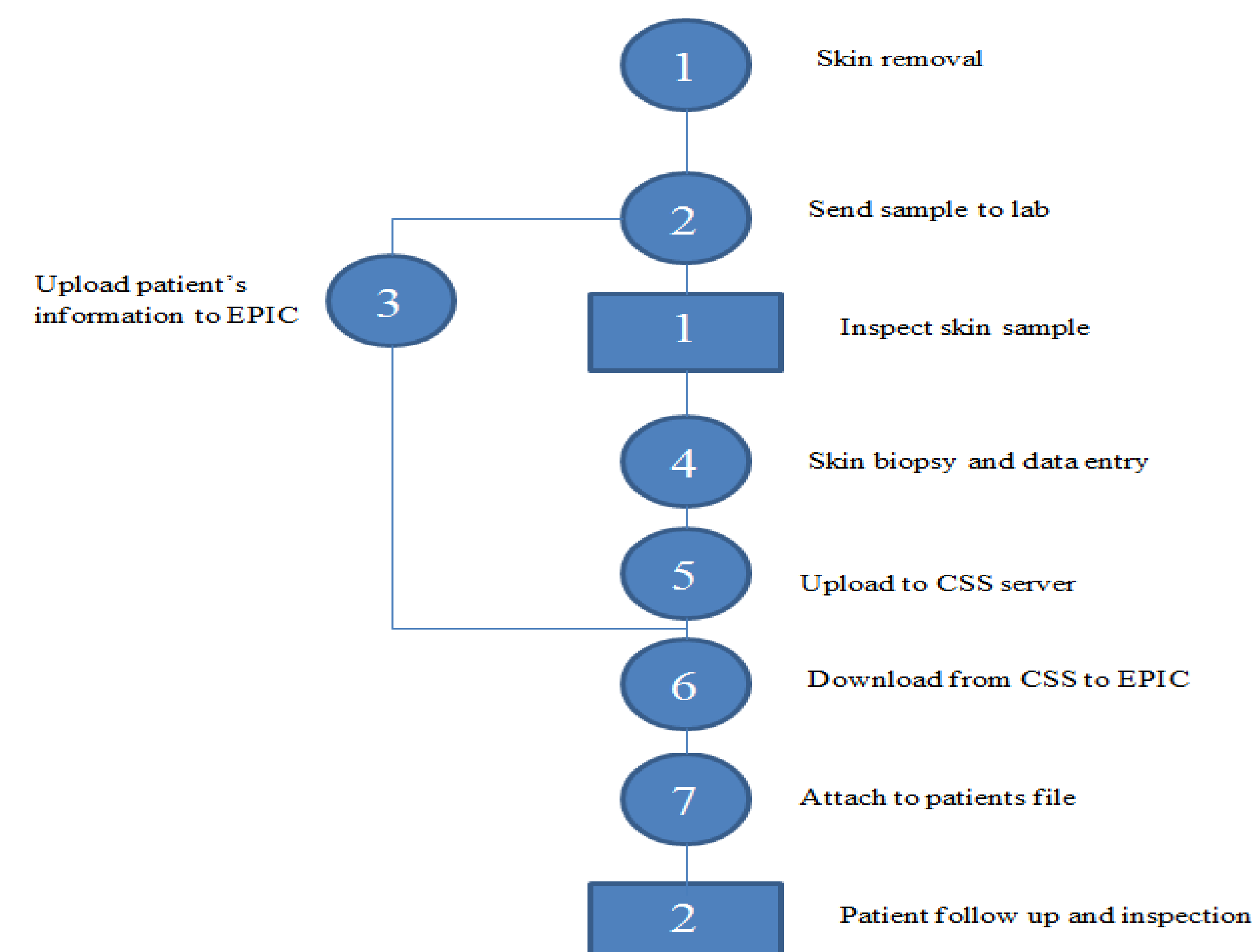
## Deliverables

### Administrative

- Forms of evidence that gives each possible solution pros and cons.
  - Charts, numbers and research.
- Upon conclusion of the project, cost benefit analysis, turnaround time analysis, and analysis on ease of operation will be presented.
- Written recommendation for each solution's processing needs.
- Written assessment of the selected solution's document reduction process and requirements.

### Technical

- Feedback on how to improve the biopsy turnaround time.
- Alternatives will be individually analyzed.
- By the end the client will have a clear understanding of the alternative that will be the most effective.



## Results

### Possible Solutions

- Add personnel to transmit completed reports directly to customers.
- Add a computerized interface to automatically send completed reports to customers.
  - A customized solution would be needed from the current report vendor.
  - A new computer program could be set up and used instead.
- Ask staff to waste less time, be more productive, and get reports out sooner.

## Conclusion

The University of Cincinnati Dermatology lab deals with nearly 28,000 samples. Patients are not receiving quick feedback given the current reporting system in use. We as a team will provide and propose an unbiased alternative in order to increase the efficiency of both recording and reporting methods. In addition, the methods will provide an understanding of where efficiency is lost and the best methods to correct the turnaround time. The goal for completion is April 25, 2014. Cooperation of UC Health staff and employees of the West Chester location will be vital to complete this project. With this help, the University of Dayton project management group is confident that they will optimize the University of Cincinnati Health lab turnaround time.