**Figure 1: Analysis of causes and effects: fishbone diagram**

People

Environment

Equipment

* No back-up if Hb analyser goes down
* Instruments not ready before first samples arrive
* No system to prioritise particularly sick patients
* Samples not transferred to lab promptly – spend too long in collection room
* Some samples clot if not mixed properly

Methods

* Often sample tubes, reagents and batteries for instruments not ordered on time

* Delayed reporting delays treatment
* Patients not returning for results
* Patients get lost in hospital
* Sample collection room unwelcoming, overcrowded, unclean, too few chairs and some chairs broken
* Patients often unaware of purpose of test and whether or not to wait for results
* Staff responsibilities for different steps of process unclear
* Everything stops if one staff absent

Materials