**Text box 6: PDSA cycle to achieve timely clinical management through prompt reporting of haemoglobin values**

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| **Plan** | * Question: Why can we not report Hb values promptly?
* Aim: Report Hb value within one hour of sample collection
* Prediction: All results can be reported within 1 hour of sample collection

Establish a QI team comprising: two patient representatives, phlebotomist, lab staff, clinician, store man, hospital managerComplete QI initiative within 6 months including evaluation of impact |
| **Do** | Baseline audit of time from sample request (recorded on the investigation request form) to providing the result to the patient (recorded in a ledger in the lab reception area) |
| **Study** | Review findings from baseline auditUndertake analysis of barriers and causes of delays; present findings in a fishbone diagram (Figure 1) |
| **Act** | Main elements of QI implementation |
| *People* | * Ward/clinic staff explain reasons for measuring Hb
* Phlebotomist advises patient to return for result to lab reception area in 30 mins
* Individual lab staff allocated responsibility for sample transport, recording and Hb measurement
* Deputy identified if staff member absent
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| *Environment* | * Coloured signs to sample collection room put-up in hospital
* Room, cleaned, painted, provided with benches
* Only one parent/guardian per patient allowed in to sample collection room
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| *Materials* | * Daily check on supply of basic reagents and sample tubes
* When to re-order from stores clarified
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| *Methods* | * SOP for daily lab set-up; start at 07.30 hours, instrument warm-up and running quality control samples
* Tick box on investigation request form to prioritise sick patients (e.g. may need urgent transfusion)
* 15 min schedule for sample transfer; designated staff members
* Training to ensure all samples awaiting analysis placed on roller mixer
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| *Equipment* | * PCV measured and reported immediately if Hb value not available within 30 mins
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| Re-audit at 6 months. Feedback findings in a hospital meeting. Identify on-going problems to further improve the service. |