

PATHOLOGY – IMPROVED PATIENT TREATMENT THROUGH OPERATING FOLLOW-UP AND ONGOING PRIORITIZATION

The Pathology Department (PA) at Rigshospitalet has two main challenges today: 1) challenge with timely response to the highest number of samples with scarce resources; 2) the involvement of the pathology department from Bispebjerg Hospital, which results in a capacity challenge in terms of equipment and square meters. The Center Management at Diagnostic Center contacted Copenhagen Optimization in order to optimize the trial course and ensure the necessary capacity after the relocation. The initiatives are characterized by being based on retrospective data, thus reflecting the reality existing today in PA. This ensures that each initiative is quantified and contains an implementation plan that is aligned with the management of PA.

CLIENT



Rigshospitalet



THE PROJECT

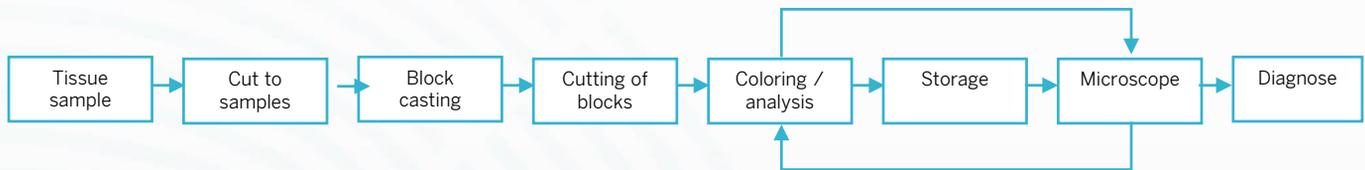
- Improved prioritization of samples on the day through system support
- Introduction of a dedicated resource management test
- Transparency in operational follow-up ensured successful implementation by both physicians and bioanalysts
- Increase in the proportion of samples that were answered timely by 10% points - from 72% to 82%



COPENHAGEN OPTIMIZATION

The work was based on the data available in the national pathology system. In this system, time stamps are recorded on the status shift each requisition passes from it received until a diagnosis and response is sent. This process is illustrated in Figure 1 below.

Figure 1: Primary processes in PA – from delivery of tissue sample for diagnosis



The project analyzed the current operation of PA by processing all time stamps for status changes that the individual requisition passes, totaling about 7 million registrations per year. The result of this analysis was the identification of a number of optimization initiatives that could improve operations. The optimization initiatives included setting up a CPI structure, more and better deadlines for each process step, and improved management and prioritization of the trial process. Together with the pathology department, we have prepared a follow-up tool that ensures a continuous weekly follow-up of response times for relevant test categories. The operation follow-up tool has been successfully implemented and ensures a fact-based ongoing follow-up. Doctors as well as bioanalysts have taken good care of the operation follow-up tool. At the same time, we are working together to develop a tool that continuously ensures the correct order of the microscope samples. The results are achieved so far shows a clear improvement. The number of requisitions that have been answered on time has risen from 72% in February 2015 to 82% in February 2016. At the same time, since the beginning of 2016, where the tool was introduced, an improved response time response was recorded every week.

