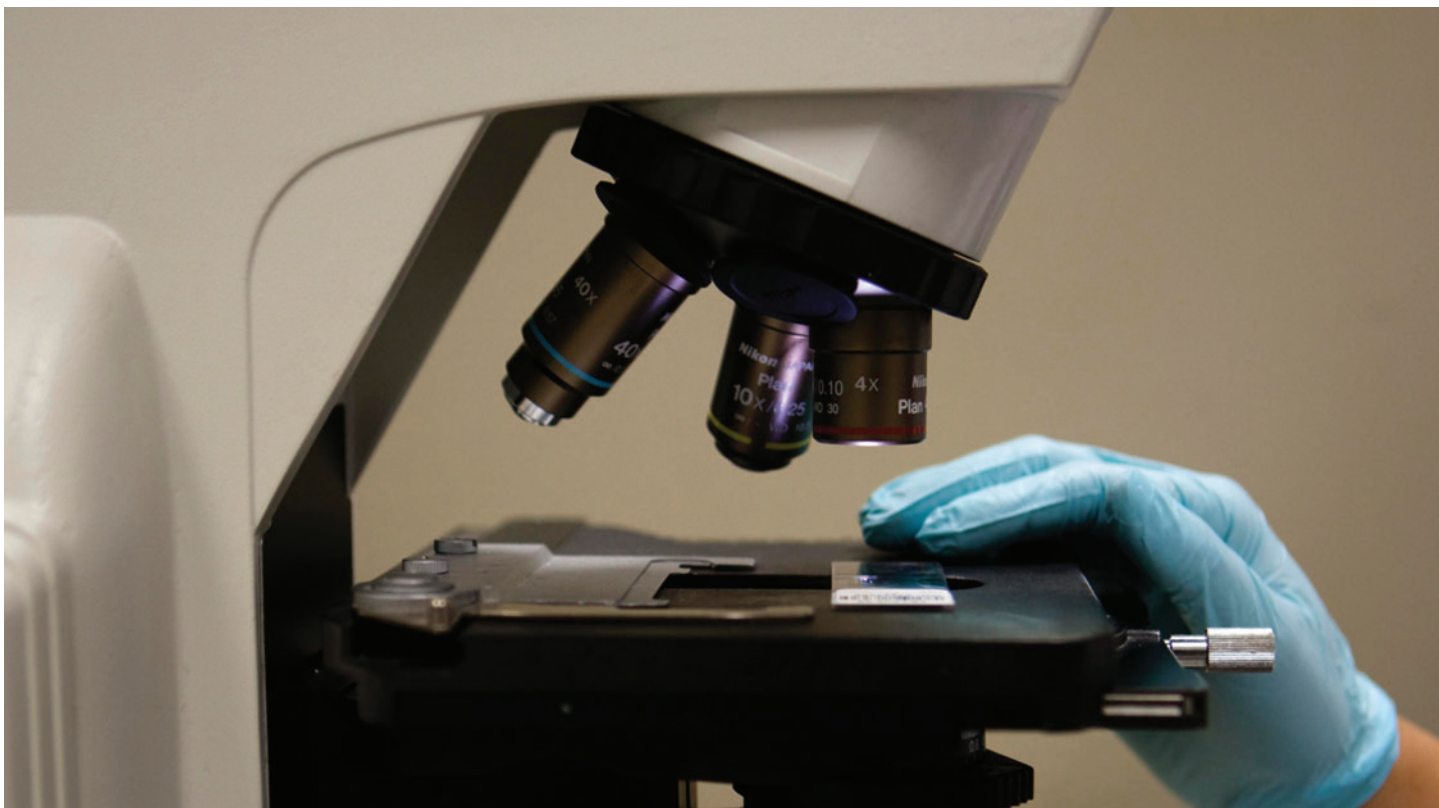


Speedy Slides Boost Service and Morale

DEPARTMENT: Histology, Regional Laboratory, Northwest



WHAT THEY DID

The Northwest Regional Lab's Histology department, which prepares tissue slides for review by pathologists, has a complex work process and struggled to keep up with work. To improve turnaround times and boost morale, the team began using a visual display board that helped it track turnaround times; incorporating turnaround time and quality assurance discussions in huddles; meeting weekly with sponsors to help with engagement and remove barriers; and including the pathologists so there was better communication.

RESULTS

Percentage of slides distributed to pathologists by 8 a.m.


69%

BEFORE




87%

AFTER

MARCH / APRIL 2014

Visit LMPartnership.org/quickpicks to browse an easy-to-use catalog of effective team practices.

LMP LABOR MANAGEMENT PARTNERSHIP