



Improving the Efficiency of Pathology Transport

Royal Children's Hospital

Mahtab Minai

Improving Pathology Services (HRT1720)

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Cost of transport

- The transport costs related to the Laboratory Services seemed excessive
- As part of the Efficiency Program this aspect of the business was reviewed.

Aim of this innovation

- Through the Laboratory Services Efficiency Program, we were aiming to achieve a more efficient, cost-effective and responsive transport arrangement for the specimens that were referred to external laboratories for testing.

Baseline Data

- Current transport arrangements were reviewed.
- All suppliers and their costing were determined.
- A review of the transport requirements was conducted internally.
- Future demand and requirements were determined, discussed with various stakeholders and confirmed.
- A series of meetings and negotiations with various transport suppliers was undertaken.
- A new arrangement was agreed on and tested for 3 months period.
- The new arrangements were confirmed and implemented once the initial trial period was completed and all preliminary issues were resolved.

Outcomes so far

- A clearer and more robust transport information was provided to the Specimen Reception team.
- Suppliers have a heightened awareness of the expectation and delivery KPI's.
- Transport runs are more efficient and hence the delivery time to the external labs have been reduced, leading to better TAT's of results.
- Transport costs have significantly reduced year on year.

Lessons Learnt

- Don't rely on historical arrangements
- Regularly review your processes, requirements and ensure the appropriate workflows are implemented.
- Don't shy away from difficult problems.

- For more information Contact: Mahtab Minai
- Tel: 0438 569 041



