

# Tri-River Health Center UBT: Fast Strep Tests, Lab Efficiency, & Patients Who Don't Get Lost

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**Problem 1:** **Pedi patients had to go elsewhere for fast strep tests** -- Tri-River didn't offer them.

**Improvement:** **The UBT developed standard work to support and streamline fast strep tests**, resulting in greater provider and patient satisfaction.

**Problem 2:** The Lab received **mislabeled specimens and incomplete orders**, creating risk and re-work.

**Improvement:** The UBT improved communication about the labeling (and checking) protocol (and its importance) to providers and staff. The result: Reduced staff time spent searching for correct patient information and quicker turnaround times. **Unlabeled specimens were reduced from 15 per month to 5 per month.**

**Improvement:** The UBT gave staff from different parts of the health center the big picture, which had been invisible to them. Within a few months **90% of orders were complete**, so Lab staff could focus on testing instead of hunting for information.

*"We each bring our own piece of the puzzle to our UBT. We know our own piece well, but through the UBT are learning to see the fuller picture and work better together as a team." -- Mary M, co-lead*

**Problem 3:** Confusion and variation among staff in directing patients within the health center caused wandering lost patients and wasted staff time helping them.

**Improvement:** Working with their patient advisory group, staff created new signs, standardized directions language across the health center, and created an information board for patients. Patients asking for directions at the Check In desk decreased from more than 50 per week to just 2. **Staff estimate that that these changes gave them back an 30-60 minutes per day.**