

LAB OUTPATIENT IMPROVEMENT PROJECT

WHY

The purpose of the project is to improve lab outpatient services by taking a person and family-centered approach to access and service delivery. The goal is to improve patient access and to reduce wait times.

WHAT

Northern Health will meet this goal by offering a blended service model of scheduled and unscheduled lab appointments, whereby

Patients will have access to new and modern tools that offer

- the ability to self-schedule either online using the HealthELife portal or by phone
- the ability to drop-in while avoiding long line-ups using NH Check In for queueing
- the flexibility to bring in a requisition or have it sent straight to NH

Labs will be able to focus on appropriate clinical and clerical tasks, thanks to the

- digitization of requisitions
- development of necessary policies and processes
- expansion of clerical functions to ensure clinical staff are free to see patients
- standardization of the lab schedule (Cerner Scheduling)
- improved patient flow management for drop-ins

LAB FUNCTIONS	REQUISITION	SCHEDULING	REGISTRATION	ACCESSIONING	SPECIMEN COLLECTION AND DELIVERY	TESTING	REPORTING
BENEFITS	STREAMLINING THE REQUISITION PROCESS	IMPROVE SERVICE	OPTIMIZE EXPERIENCE				
PATIENTS	 Paper or faxed requisition	2 REGIONAL CALL CENTRE <i>(pending approval)</i>  3 SELF-SCHEDULING	 				
LABS	 1 SCANLAB	 4 LAB-SCHEDULING	 5 MANAGING LINE-UPS				

HOW

Through these five initiatives:

- 1 Requisition Digitization (ScanLab)
- 2 Self-Scheduling Phone (Regional Call Centre)
- 3 Self-Scheduling Online (HealthELife)
- 4 Lab Scheduling (Cerner Scheduling)
- 5 Queue Management (NH Check In)

WHERE

PHASE 1	PHASE 2	PHASE 3
<ul style="list-style-type: none"> • PG – Phoenix • Quesnel • Prince Rupert • Terrace • Vanderhoof • Chetwynd • Kitimat 	<ul style="list-style-type: none"> • PG – UHNBC • Fort St. John • Dawson Creek • Smithers • Fort St. James • Tumbler Ridge • Fraser Lake • Houston • Burns Lake 	<ul style="list-style-type: none"> • Hazelton • Mackenzie • McBride • Queen Charlotte • Masset • Hudson's Hope • Valemount • Stewart • Dease Lake • Fort Nelson

WHEN

March 2021 to September 2022