

Process Name: UNH Veterinary Diagnostic Lab Accessioning Process

Opportunity:

Increase efficiencies and reduce errors in the data entry process as part of accessioning to get specimens to their respective lab sections by Noon

Current Landscape:

- Accessioning can be a bottleneck in getting specimens to the respective areas in the lab in a timely manner
- Inefficient manner of recording specimens based on manual input and errors due to handwritten orders that can be difficult to read
- Client errors on submission forms
- Current software screens are hard to navigate
 - Field options need to be adjusted to remove unused options
- No dedicated staff member for accessioning, hard to build standardization
- Lost time following up with clients for missing information
- Packages from USPS are picked up by UNHVL staff, taking time from them being productive
- On heavy parcel days, accessioning can become backed up with only one person

Goals/Targets:

- Reduce errors in data entry
- Revise on-boarding process
- New intake form from clients
- Reduce timeframe in getting specimens to respective labs areas

Future Recommendations:

1. Dedicated staff for accessioning at least 2. This would create familiarity, standardization and redundancy.
2. USPS to deliver directly to the Lab eliminating the need for a staff member to go pick it up and lose productivity
3. Clients are filling out and completing forms online, printing them and adding to their parcel. This will eliminate handwritten mistakes and transposing information. Parcel is received with a bar code that when scanned calls up the item and all needed information, accessioning is verifying and not entering.
 - a. Software can have checks and balances so if the client selects a test type that does not apply to the sample, they have to correct it before submitting
4. Training videos that would allow for easier on-boarding and self-help materials.
5. On-line system would allow clients to check in on status of their samples versus having to call the office

Implementation Strategy:

1. Work with the VADS/SANDI vendor to set up client-facing entry form for the web
2. Configure the information and form so it is specific to UNH Lab
4. Configure bar code scanner in Accessioning area
5. Determine support model for clients
 - a. Forgotten passwords
 - b. Site not working
6. Determine support model for the site and UNH Lab
 - a. Internal UNH support
 - b. SANDI support
7. Identify a handful of current clients to test the process for UNH
8. Communicate to clients that there will be a new process for submitting samples starting on XX/XX/XX
9. Work with USPS to deliver directly to the Lab, as opposed to having someone from the lab go to the Post Office to pick up parcels.
10. Hire dedicated Accessioning staff with front office overlap for M-F 10-2
11. Training staff on new process and software configuration. Create training video

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