

SBAR: PHLEBOTOMY RELEASE TIME CONSOLIDATION

SITUATION

- Current demand for inpatient blood draws at Michigan Medicine exceeds the capacity of Phlebotomy Services.
- With support from the U-M Health Quality Department PMO and hospital leaders, Phlebotomy Services is exploring opportunities for improvement that will reduce inefficiencies in current workflow, improve quality of care, and enhance experience for both patients and care teams.
- On December 4, 2023, consolidation of lab order release times will go into effect, reducing the number of times throughout the day that blood draw orders are released to Phlebotomy in MiChart.
- This new release time consolidation will decrease demand for blood draws by increasing visibility of multiple orders in MiChart, thereby reducing unnecessary repeat draws on the same patients daily.

BACKGROUND

- Delayed blood draws negatively impact clinical care, patient safety, and patient and care team satisfaction.
- Demand is high and identifying opportunities to reduce the number of daily draws is a priority to ensure timely blood draws and acceptable turnaround times for lab orders.
- Current lab order release times are a carryover from the original paper-based phlebotomy process that does not translate well into our current electronic order entry workflow.
- The large number of draw release times at Michigan Medicine greatly exceed that of other institutions.

ASSESSMENT

- Following are the current release times:

Release Time	Orders From	Orders Until
3:00	<i>3:00</i>	<i>6:01</i>
6:02	<i>6:02</i>	<i>8:31</i>
8:32	<i>8:32</i>	<i>10:01</i>
10:02	<i>10:02</i>	<i>12:01</i>
12:02	<i>12:02</i>	<i>13:59</i>
14:00	<i>14:00</i>	<i>15:29</i>
15:30	<i>15:30</i>	<i>17:29</i>
17:30	<i>17:30</i>	<i>20:29</i>
20:30	<i>20:30</i>	<i>21:59</i>
22:00	<i>22:00</i>	<i>2:59</i>

- The existing order release time structure creates several inefficiencies:
 - Phlebotomists cannot see upcoming labs allowing them to combine routine orders into a single draw (resource waste of phlebotomist time and materials for venipuncture)
 - Phlebotomists must return to the floor many times a day for routine draws (time waste, transportation waste).
 - Patients receive more “pokes” than necessary to provide them with quality care and experience is diminished.
 - The ‘Next Routine Collect’ frequency makes it difficult for physicians and nurses to combine routine orders because they are unaware of the many release times.

- Consolidating order release times has a light technical lift in MiChart and Soft and can be implemented quickly.
- Support for this change must be received from both nursing and ordering provider/physician stakeholders.

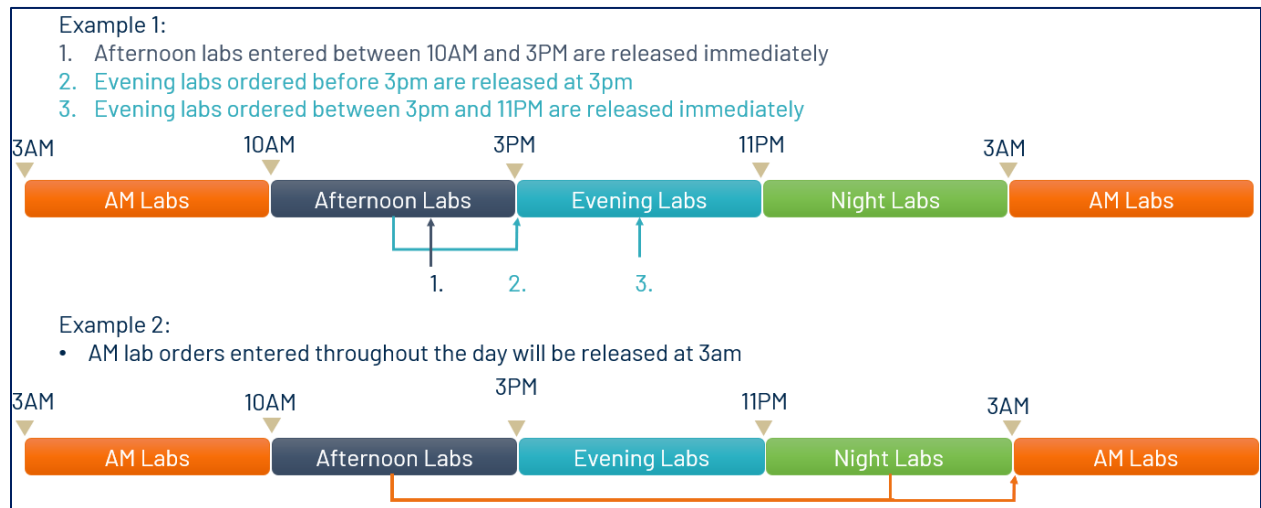
RECOMMENDATION

- Consolidating phlebotomy release times in MiChart, as suggested below, will reduce inefficiencies in current workflows for physicians, nurses, and phlebotomists while not changing the ordering process.

Release Time	Orders From	Orders Until	Routine Labs Schedule Title	Nursing Worklist Shifts	
3:00	3:00	10:00	AM Draw	23:00	7:00
10:01	10:01	15:00	Routine Afternoon	7:00	15:00
15:01	15:01	23:00	Routine Evening	15:00	23:00
23:01	23:01	2:59	Routine Night	23:00	7:00

- While this change offers fewer release times, orders will still continuously release throughout the routine afternoon, evening, and night releases offering the same uninterrupted service as the existing times provide.

(See examples, next page)



- In addition, release time consolidation will reduce the number of draws required to fulfill daily labs ordered, improving patient experience. This change dovetails with the Add-on Orders Campaign launched in September 2023.

