

The Use of Business Intelligence Software to Promote Quality and Service Excellence of Laboratory Operations

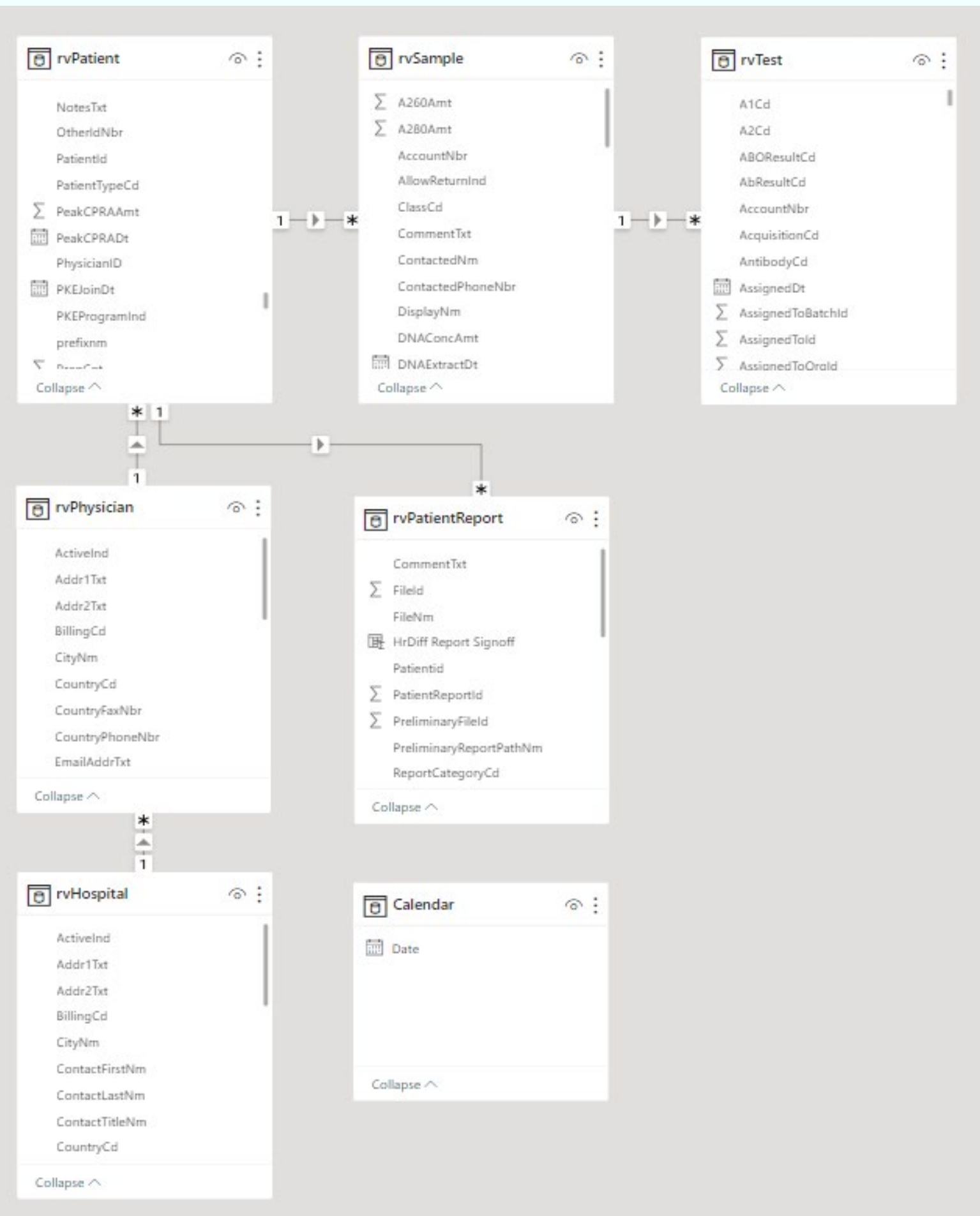
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AIM:

Develop a quality dashboard using Business Intelligence (BI) software to provide real-time observations of key performance indicators (KPI) for in-house and client use.

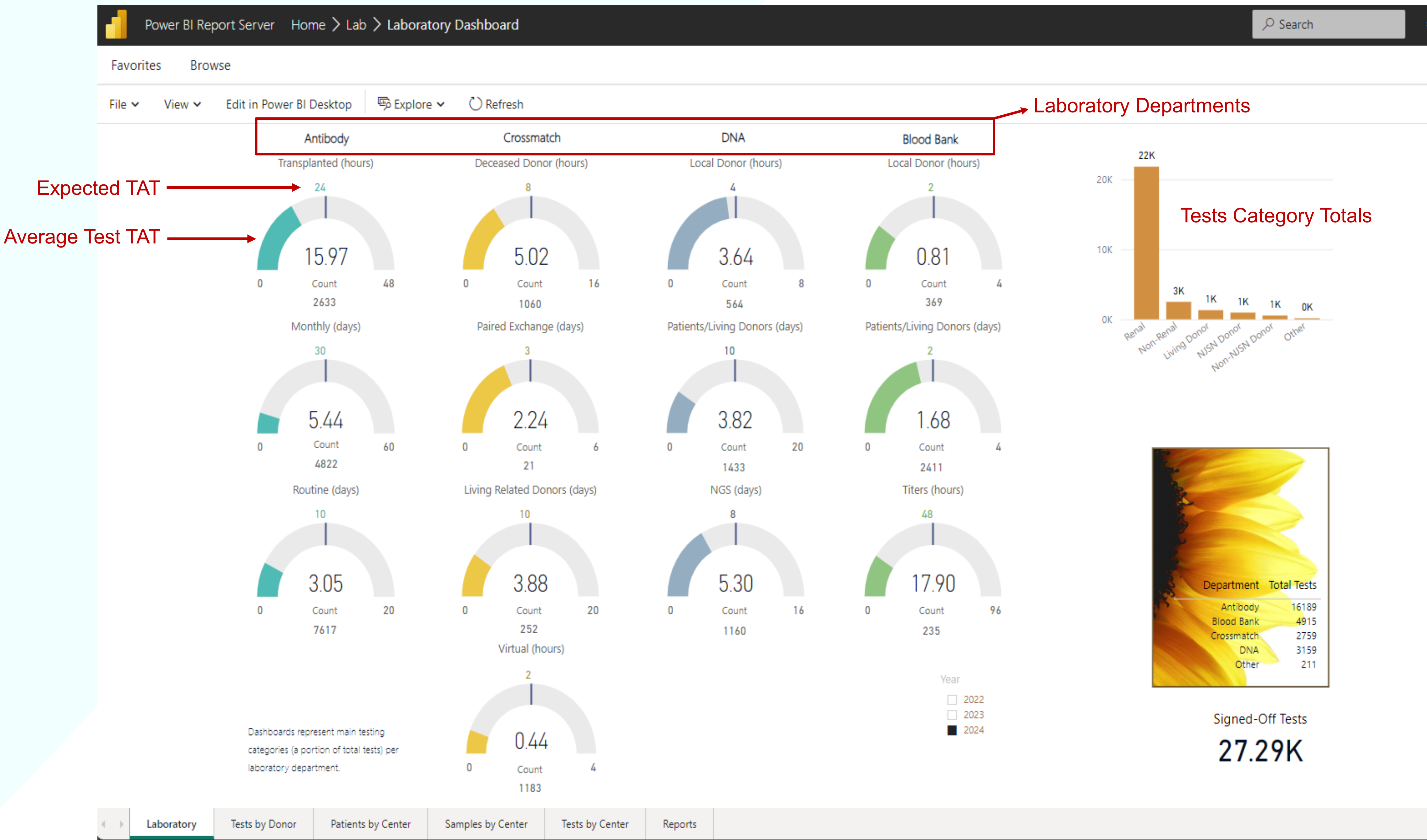
Methods:

Data from the laboratory information system was integrated to BI software and synchronized to create real-time, interactive visualization of the designated KPI.

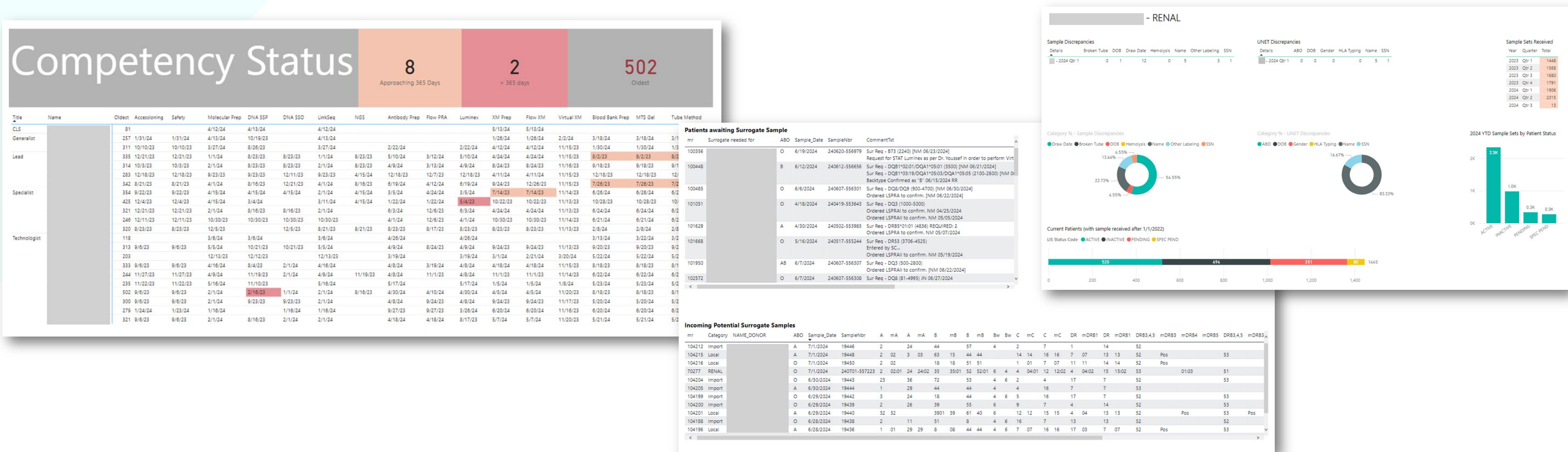


Results:

Visualizations for turn-around-times, testing category, and workloads were created.



Additional dashboards highlighting competency status, billing, productivity, program quality indicators, and sample selection were developed.



Conclusions:

The ability to visualize laboratory KPI promotes the culture and awareness of continuous process improvement and can be used as a tool to increase efficiency, enhance quality, and guide strategic decision making.

