

Background

It has long been recognised that the current laboratory system is built on aging technology that has been developed in an ad-hoc manner over a number of years to meet the ever changing demands of laboratory testing.

We are currently unable to improve process, safety, effectiveness or efficiency with the system that is in place just now:

- Increased tech support due to bolt on solutions
- Lack of joined up reporting and clinical decision making
- Delayed end to end process due to the number of workarounds
- Inability to meet new and future demands due to ageing technologies

These issues all add to the overall cost (staff and system support), reduced ability for both management and clinical decision and risk of reduced patient care and safety

Despite this the current system does work and the lack of resources and perceived time to develop a strategic business has ensured this activity has not been a priority for the NHS Lothian.....

Until Now.....

When we discovered a new way of working, in collaboration and at speed

Its called **QUBE**

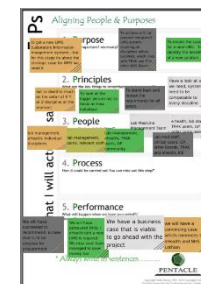
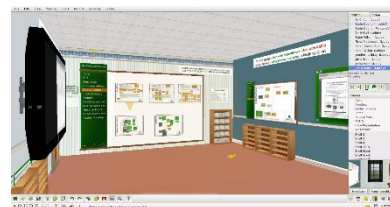
Replacement Laboratory Computer System

Strategic Business Case

NHS Lothian

HOW DID WE WORK DIFFERENTLY?

- ✓ Set ourselves up with a Virtual project Qubicle
- ✓ Agreed to meet every Tuesday for 45 mins at 12 pm
- ✓ Replaced standard agendas with Hopes & Fears* to align ourselves around the teams needs on a weekly basis
- ✓ Replaced minutes and actions with RAPID* to ensure tasks were manageable, shared equally and agreed by team members
- ✓ Worked through a range of Performance Enhancement Tools (PETs) to collaboratively develop our ideas, capture our benefits, risks, options and costs
- ✓ Met and worked rather than met, talked and then worked outside of the meeting
- ✓ Removed admin – no meetings to arrange, no papers to write and share, no emails, no minutes, no agendas.
- ✓ ALL the work was captured in our virtual office and if anyone missed a session they could catch up easily after



5Ps* - Aligned on Project Brief
GapLeap* - Business Case via collaboration
***4 of Pentacles 400+ *Performance Enhancement Tools (PETs)**

Outcomes

- Following 6 weekly sessions we had a document developed and signed off by the team
- Following the 7th session we had received input from key stakeholders and made final changes prior to engagement with the Board
- By session 8 we had reviewed the process and completed the lessons learned
- Total time spent per person on the entire project ~less than 2 days

This turned a potential torturous 'single-person' project into an inclusive sharing of ideas, with open sharing of risks, benefits and creative solutions in a defined and productive 'melting pot'

Mike Gray, Service Manager
Laboratory Medicine, NHS Lothian