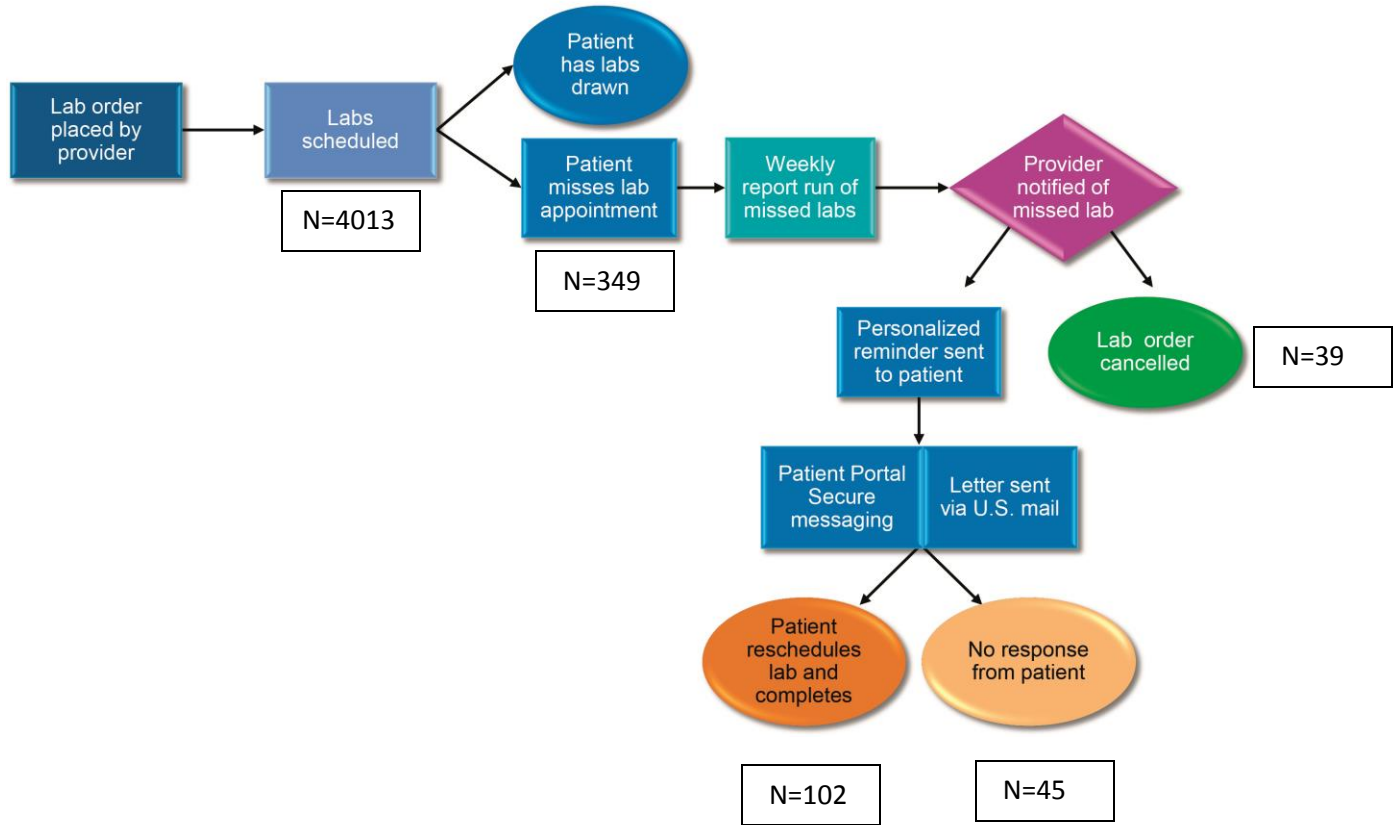


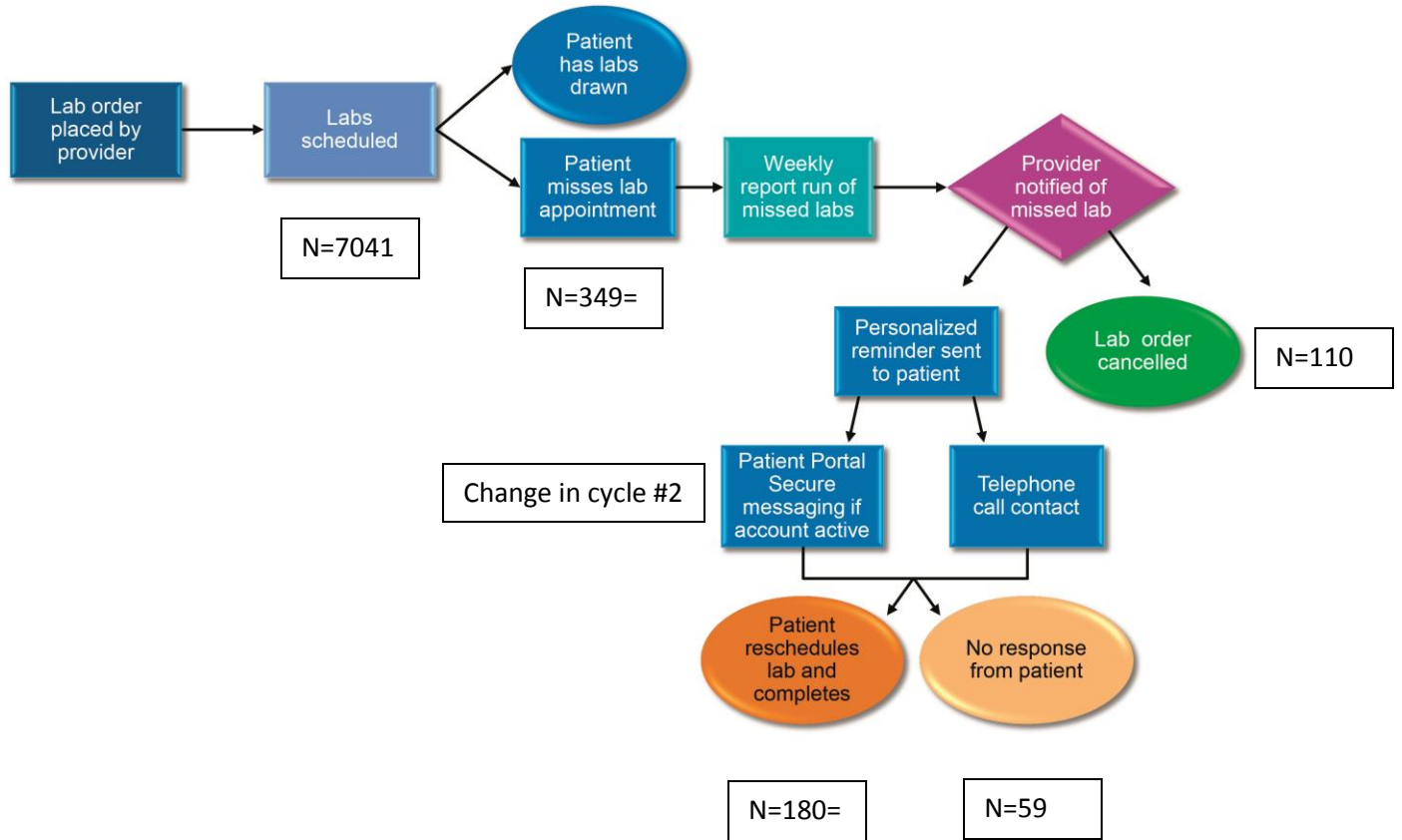
PDSA Cycle #1



Percent of missed labs not completed or cancelled by provider at the end of PDSA Cycle #1 = 24.2%

System Reliability=98.8%

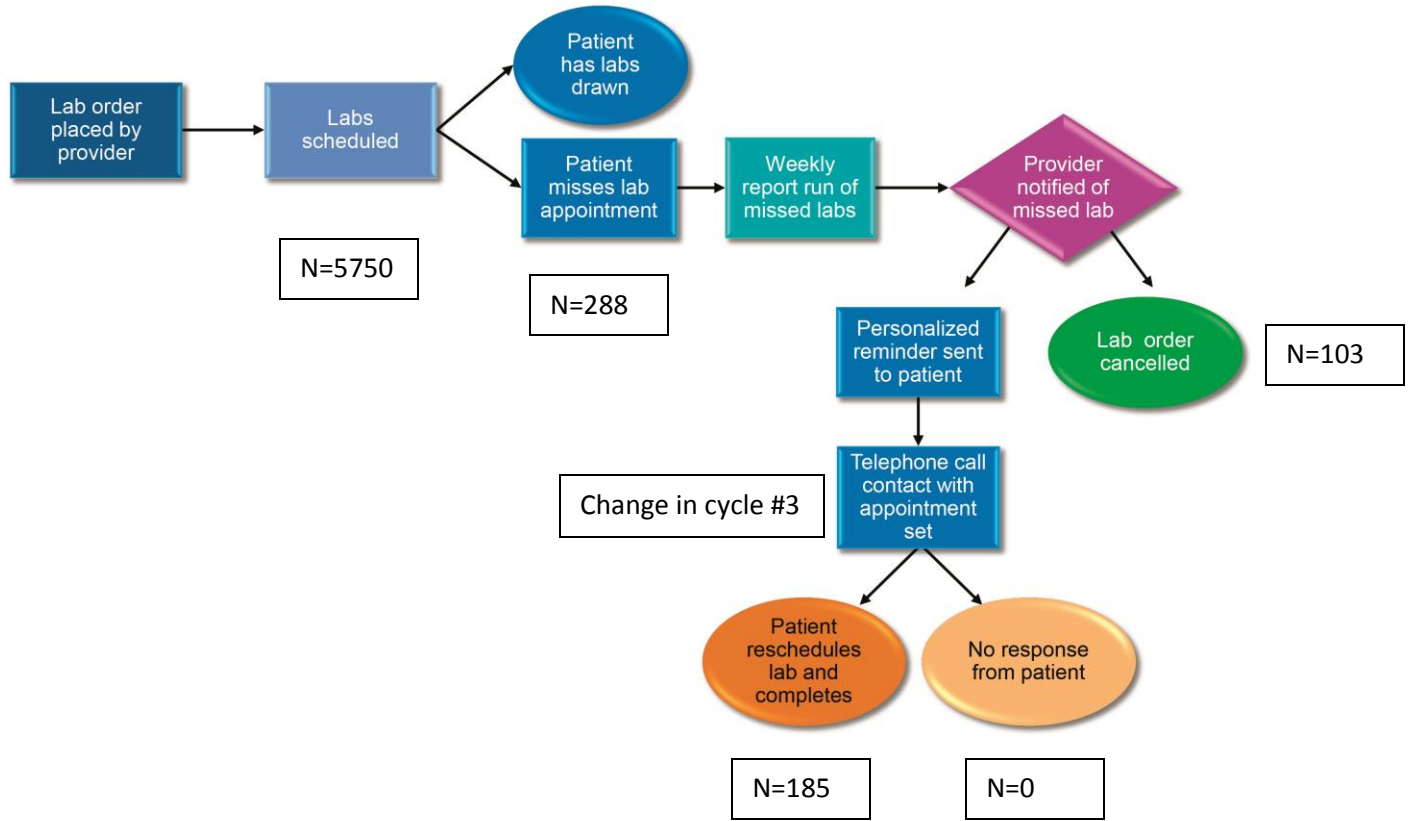
PDSA Cycle #2



Percent of missed labs not completed or cancelled by provider at the end of PDSA Cycle #2 = 16.9%

System Reliability= 99.2%

PDSA Cycle #3



Percent of missed labs not completed or cancelled by provider at the end of PDSA Cycle #3= 0%

System Reliability=100%