

Leader Talking Points:
MiChart Release Time Consolidation for Routine Lab Draws

- Current demand for inpatient blood draws at Michigan Medicine exceeds the capacity of Phlebotomy Services, and delayed blood draws negatively impact clinical care, patient safety, and patient and care team satisfaction.
- On December 4, 2023, consolidation of routine lab order release times will go into effect. This change will reduce the number of times throughout the day that routine blood draw orders are released to Phlebotomy in MiChart.
- Release time consolidation will batch orders into four, instead of 10, time slots throughout the day.
- The new release time schedule will not impact turnaround time on lab results; orders will still continuously release throughout the routine afternoon, evening, and night releases, offering the same uninterrupted service as the previous schedule.
- Release time consolidation will not affect stat and time-critical orders, and there is no change to routine AM labs.
- The new release time consolidation will decrease demand for blood draws by increasing visibility of upcoming labs, for a longer window of time, so orders can be combined for routine draws when multiple lab orders are placed.
- This change will benefit patients by reducing unnecessary repeat draws on the same patients daily.
- Phlebotomy's standard service level is to collect routine labs within 240 minutes (about 4 hours). They will monitor that metric to assess the impact of the release time consolidation, and continue to monitor the turnaround time for routine, stat, and time-critical lab orders.
- Release time consolidation for routine lab draw orders is intended to reduce inefficiencies in current workflow, improve safety and quality of care, and enhance experience for both patients and care teams.