Strategic Lean Project Report

Toxicology Case Processing

Agency: Washington State Patrol

Project Impact

The Washington State Patrol improved the Toxicology Case Processing, resulting in decreasing the budget deficit from $276,000 to $58,000.

Batch testing provides a more efficient use of state resources. It reduces the number of tests that are performed resulting in tremendous financial savings. Analysts are required to perform less work to complete their casework; this results in fewer mistakes being made and a higher quality product. In addition, employee morale is greatly improved.

Project Summary

The Washington State Patrol’s Toxicology Laboratory implemented batch testing for casework, resulting in a 46% reduction in assays performed.

Assays were being performed multiple times a month with the sample sizes less than 10 compared to our target of performing an assay one to two times a month with a minimum sample size of 10.

The method of case processing was switched from individuals performing all of the testing for a case to batch testing where multiple analysts may perform testing for a case. Batch testing designated a minimum number of samples that must be tested for an assay to be performed and also designated how many times a month an assay may be performed.

- Decreased the budget
- Reduced the employee time spent conducting assays
- Increased employee’s available time

Project Results

Cost

Decreased Budget deficit from $276,000 to $58,000. For the current reporting period there was a 76% reduction.

Time

Decreased Number of assays formed in 4 months from 406 to 209. Minimum of 748 hours saved.

Employee Engagement

Increased Employee perception of available time from 50% favorable to 90% favorable. Employee morale is greatly improved.

Project Details

Date improvement project was initiated: 7/1/2016

Project Contact: Brianna Peterson Email: Brianna.peterson@wsp.wa.gov

Phone: (206) 262-6100

Report reviewed and approved by: Assistant Chief Marc Lamoreaux