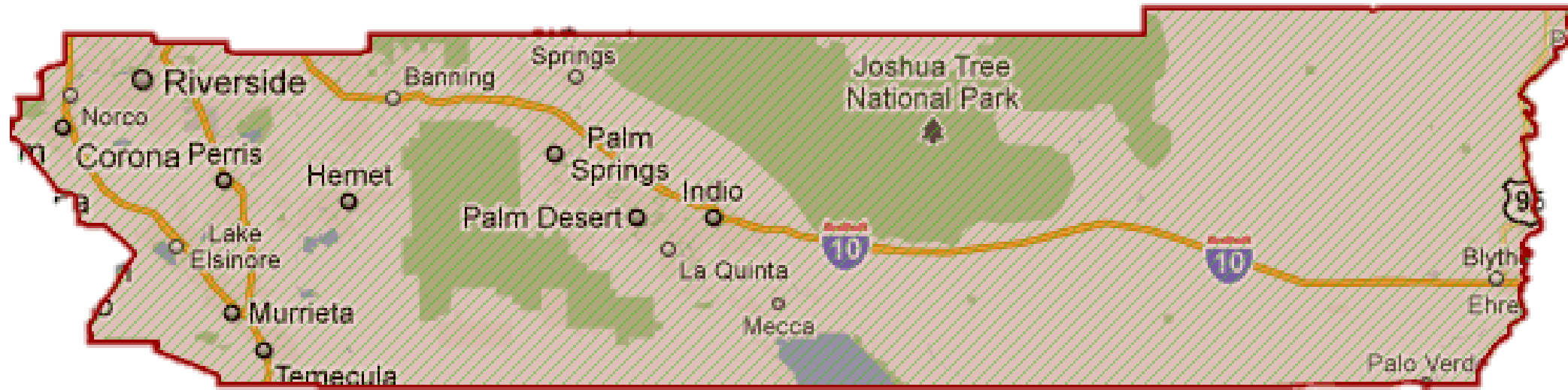


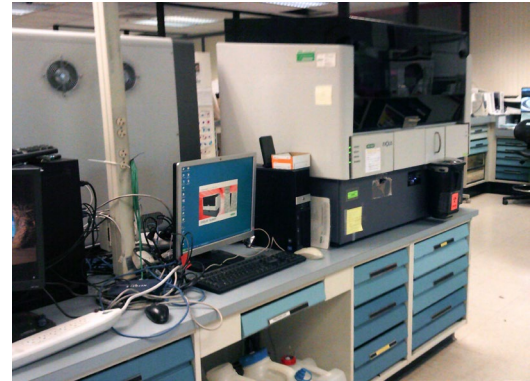
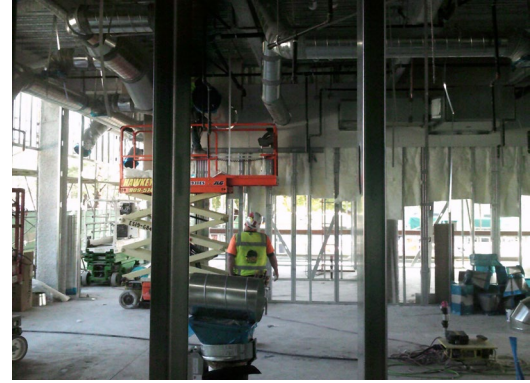
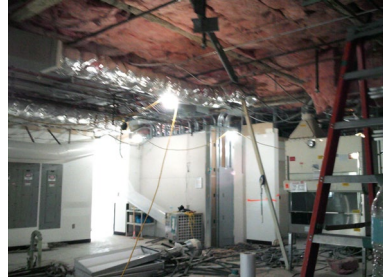
Quality Improvement Forum Call: Spring 2024 L-SIP Riverside University Health System

Janet Garcia, MPH
Health Information & Community Outreach Manager
July 30, 2024



- Population: 2.5 Million residents
- 7,200 square miles = Fourth-largest county in California
- Tenth largest county in the United States
- Spanning from the greater Los Angeles Area to the Arizona border

Riverside County



Before



Present-Day

Why We Decided to Do an L-SIP Assessment

Why We Decided to Do an L-SIP Assessment

- Saw the need to evaluate our public health lab services
- Aim to improve quality and performance
- Follow national public health standards
- Leadership convinced by the benefits:
 - improved efficiency
 - service quality
 - preparedness for future challenges

Convincing Leadership

- Showed potential local improvements
- Presented data on current performance gaps
- Emphasized alignment with strategic goals and potential funding opportunities

Key System Partners and Attendees

- Internal Team: Public Health Laboratory Staff, Epidemiologists, Administrators
- External Partners: Local hospitals, private labs, academic institutions, community organizations
- Major System Partners:
 - Riverside University Health System
 - local health departments

Major Discussion Points

Discussion Points

- Focus on collaborative approaches to improve service delivery
- Identified critical gaps in laboratory services
- Realization of underutilized resources
- Need for better data integration
- Gaps in communication between departments
- Noticed the lab was working on various projects, but community partners were unaware
- Purpose:
 - Bridging the gap to become a visible presence with other groups
 - Eliminating the invisible wall between departments
 - Starting difficult conversations about change and its long-term benefits
 - Slowly implementing changes through staff engagement
 - Building relationships with others to introduce and understand each other

Implementation of Improvements

- Increased visibility within the department
- Laboratory initiative in staff engagement and public health leadership
- Building strong relationships with administration for a greater voice in issues and funding
- Expanding testing services, updating fee schedule, increasing surveillance projects
- Collaborations with Epidemiology and Disease Control to build projects together, reducing miscommunication

Increased Engagement and Visibility

- Lab tours and career advice to academic partners
- More visitors to the lab this year
- Visitor comments: surprise at advanced lab capabilities, equipment, and helpful staff
- Changing perceptions of lab careers: beyond bench work to roles in bioinformatics, Laboratory Information System Administrators (LISA), and Health Information and Community Outreach Manager (HICOM)

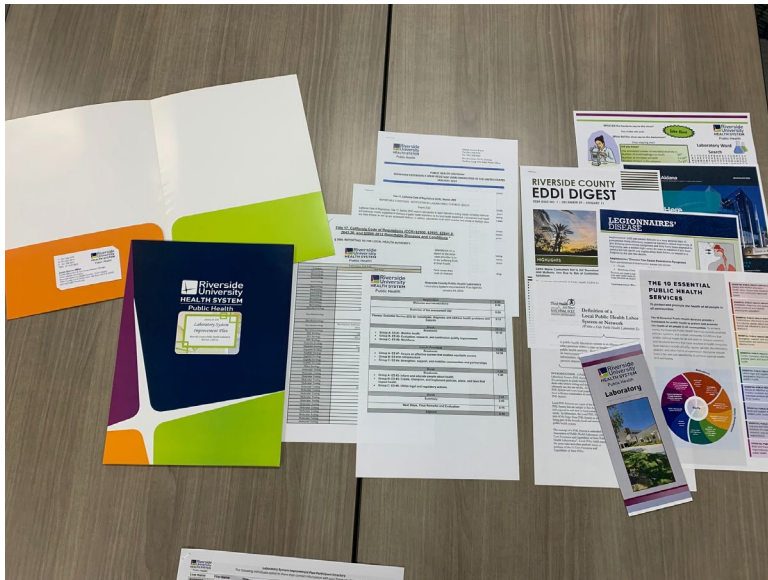
Community Partners

- Over 70 submitters
- Such as:
 - Animal Control
 - Disease Control
 - Regional Hospitals
 - Community Health Centers
 - Sheriff - Coroners
 - Juvenile Corrections
- Fellow Southern California reference labs
- Overall positive response from participants

Challenges

Challenges Faced

- Hired specifically to lead this project with no lab background but strong community partnerships
- Saved significant budget by finding a local, free venue with ample parking and space
- Worked primarily alone with assistance from 2 interns
- Coordinating the invitation list was stressful due to over 70 schedules near the holidays
- Chose January for the event to avoid holidays, conferences, and fiscal closures
- Considered food allergies, accessibility, and provided visual materials for all participants
- Ensured venue had adequate facilities and created a comfortable environment for all attendees
- Provided activities for neurodivergent peers and maintained an intimate, discussion-friendly space
- Always plan for the worst, hope for the best



THANK YOU



Contact Information:

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Colorado L-SIP Reassessment Experience

Colorado State Public Health Lab

Caitlin Gallardo-Sebti
Client Services Program Manager
Andrew Cloyd
Lab Services Coordinator Lead
Division of Disease Control and Public Health Response



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Why Perform a Reassessment?



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Building From Our Last Assessment

Our first assessment led to several major improvements to our Public Health Lab System, including the following:

- Implementation of electronic reporting for faster, easier results
- Development of standard courier service routes to reach the entire state, and identification of sample-drop sites at partnering local public health agencies
- Development and maintenance of packing and shipping instructions for samples being delivered to the Colorado State Public Health Lab



Coming Together After the COVID-19 Pandemic

COVID-19 pandemic highlighted our public health lab system's strengths and areas that could use improvement

- L-SIP reassessment was the perfect opportunity to come together again and address those strengths and areas of improvement as a group

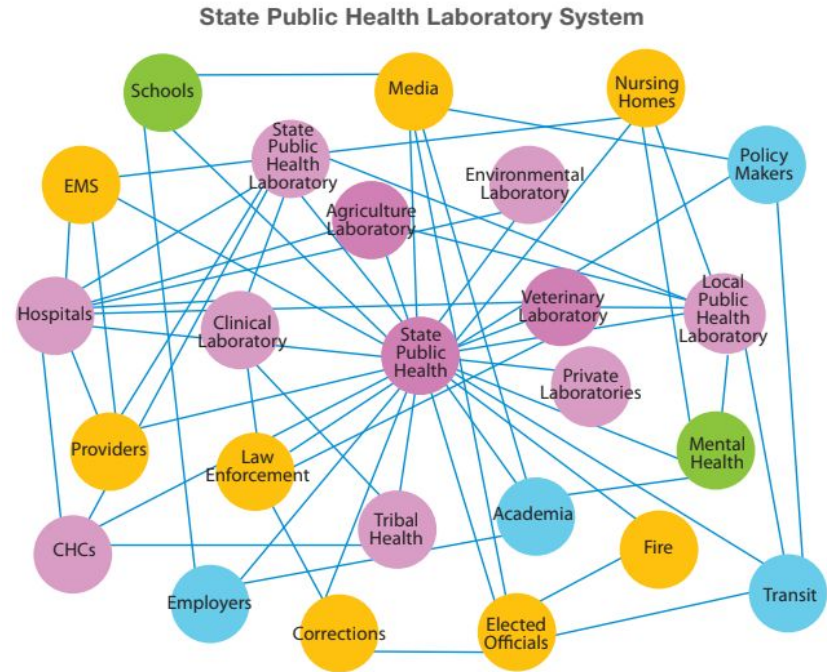


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L-SIP Invitees and Attendees

Invitee list and attendees included the following and more:

- Clinical laboratories
- Hospitals
- Local public health agencies
- Communicable disease partners
- Newborn Screening partners
- Animal control
- Water testing partners
- Emergency preparedness and response
- Colorado Department of Agriculture



Major Points of Discussion

Successes:

- Statewide courier service for sample transportation
- Outbreak response
- Surveillance testing
- Communication among leadership roles

Areas for Improvement:

- Education and training
- Communication for the entire public health laboratory system
- Support for rural communities
- Hiring and retaining a qualified workforce
- Utilizing testing capacity of regional laboratories



Next Steps and the Road Ahead

“Low hanging fruit” next steps that are already in progress:

- Creation of new and improved training materials for system partners
- Creation of a quarterly newsletter
 - Will be sent to public health lab system partners to provide updates and further improve communication
- Update/overhaul of the Colorado State Public Health Lab website
 - Focused on updating materials shared on the website and making it significantly easier to navigate
- Hosting and facilitating tours of the Colorado State Public Health Lab



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Next Steps Continued

More difficult next steps still in the early planning stages:

- Formation of a clinical lab workgroup/forum
 - Focus on improving system-wide communication and utilization of other laboratories throughout the state
- Formation of a workgroup for rural partners
 - Schedule more regular meetings and opportunities for rural partners to provide feedback
 - Provide additional support as needed and able
- Creation of an educational curriculum for middle and high school students
 - Create and facilitate presentations regarding careers in science, public health, etc to share with students in person as requested
- Formation of a “roadshow” to further connect with system partners and individuals throughout the state



L-SIP System Partner Feedback

Feedback was extremely positive overall

- Of the 30 individuals who responded, 29 said they would participate again and that it was a helpful tool and process

Remarks:

- "I felt a good cross section of stakeholders were brought in to provide feedback. This helped identify issues that affect rural and small communities disproportionately to larger areas."
- "This far exceeded my expectations! I learned important information about the state lab but also about the other partner orgs. I enjoyed meeting new players in the public health world."
- "Group conversations created a lot of great dialogue and some great insight."



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Thank you!

Questions? Reach us at
caitlin.gallardo-sebti@state.co.us and/or
andrew.cloyd@state.co.us



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Glen F. Baker
Public Health Laboratory

Laboratory System Improvement Program (L-SIP) Assessment

April 2024



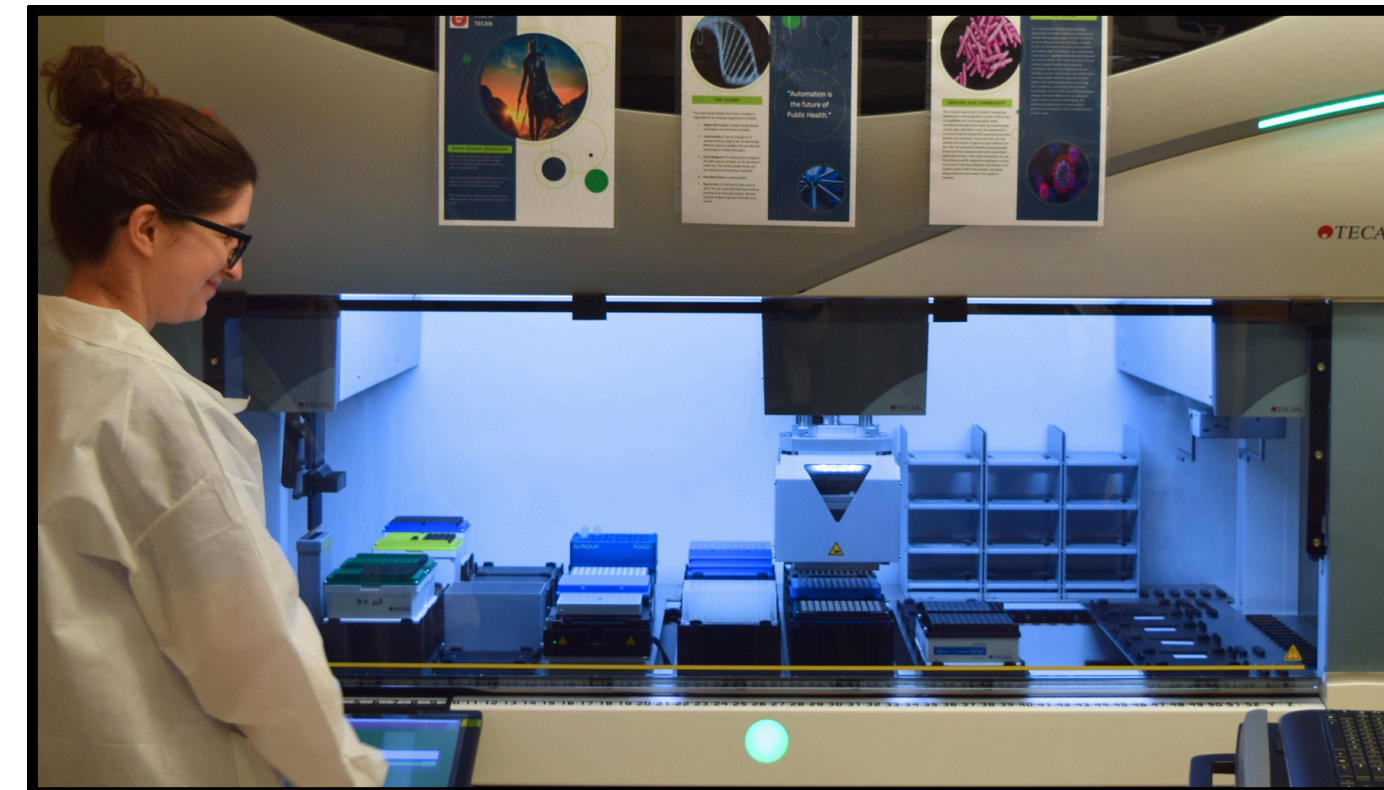
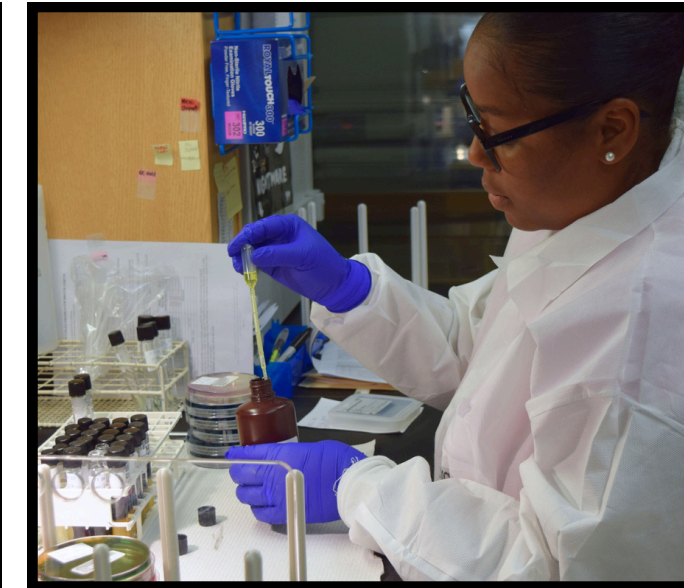
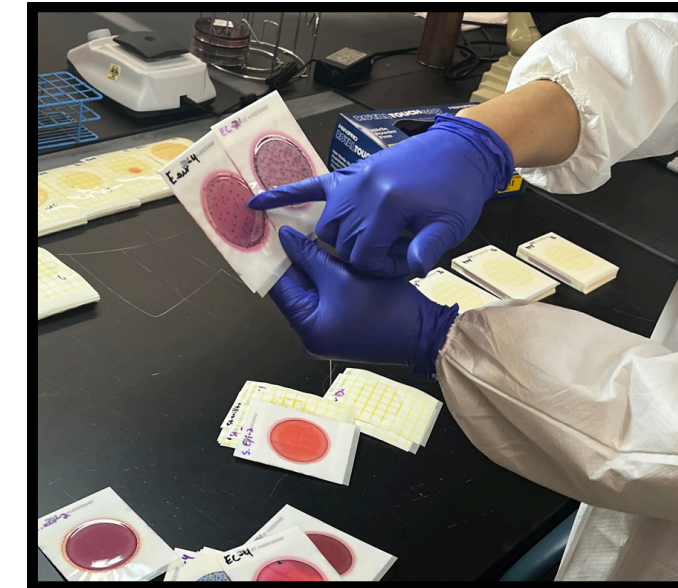
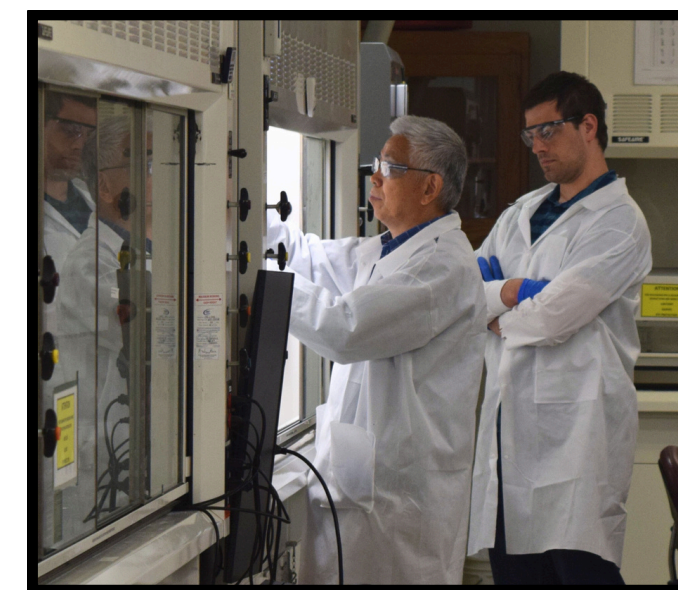


Glen F. Baker Public Health Laboratory

Located in Little Rock, Arkansas

Vision: To embody the highest standards of quality laboratory science, leadership & innovation for the health and safety of all Arkansans.

Mission: To continue testing food, dairy, and drinking water, detecting inherited genetic disorders in newborns, and helping to safeguard Arkansans of all ages against a variety of infectious diseases such as STI's, Tuberculosis, HIV/AIDS, Rabies, as well as chemical and biological agents of terrorism.



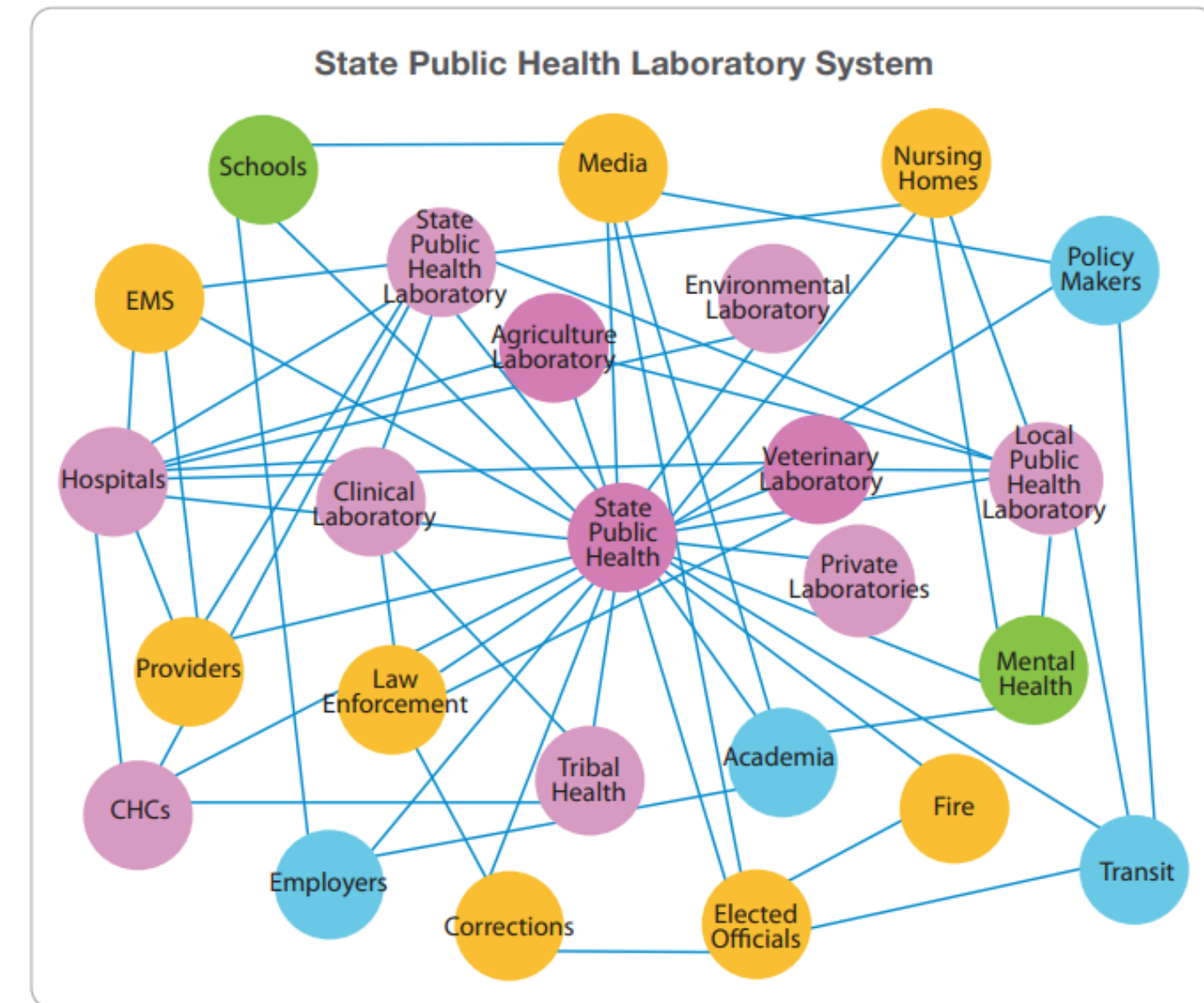
About the L-SIP Assessment:

The L-SIP centers around the 10 Essential Public Health Services, incorporates all of the 11 Core Functions of State Public Health Laboratories, focuses on the overall state public health laboratory system rather than a single organization, and supports the commitment to a process of continuous quality improvement.

It's also a powerful tool for identifying areas for system improvement as well as strengthening system partnerships and communication.

The primary goals of conducting an L-SIP Assessment:

- 1) Assessing state laboratory system performance
- 2) Using data to plan for lab system improvements
- 3) Implementing improvement strategies
- 4) Periodically evaluating and re-assessing lab system performance



L-SIP Planning Details

When: April 25, 2024 from 8am - 4:00pm
(ended early)

Where: University of Central Arkansas (UCA)
Brewer-Hegeman Conference Center

Total E-vites Sent	82
Total Attendees (day of)	47
• AR PHL System Partners	38
• Discussion Facilitators	4
• PHL Theme Takers	5



Helpful Planning Resources:

- Eventbrite for creating a public L-SIP event page
- Jotform for creating an RSVP form
- Canva for creating promotional materials & local vendors for printing (Arkansas Graphics)
- APHL User Guide & Performance Measurement Tool

L-SIP Assessment Day

April 25, 2024

Representatives included system partners from:

- Arkansas Department of Health (ADH)
- Arkansas Children's Hospital
- Conway Regional Medical Center
- Arkansas State Crime Laboratory
- Arkansas Department of Agriculture
- Arkansas Department of Veteran Affairs
- University of Arkansas for Medical Sciences (UAMS)
- The Arkansas Nurses Association.

Attending partners were organized into 3 breakout groups (Group A, B, and C), each assigned to discuss 3 out of the 10 Essential Public Health Services and vote on how well the current state laboratory system is performing each assigned Service.



The 4 Major Discussion Themes:

- **Communication & Partnerships**
- **Implementation of New Technology & Data Reporting Systems**
- **Staff Training & Education**
- **System Evaluations & Regulations**

Major Discussion Themes & Key Takeaways

- **Communication & Partnerships**

- Frequent meetings with internal and external stakeholders encourages collaboration and resource sharing, helps to address communication issues, makes employees feel heard, and cultivates a successful work environment.
- Previous public health emergencies highlight the system's ability to collaborate and the importance of strengthening and maintaining system partnerships for future events.
- Leadership that encourages open communication and collaboration with staff and other organizations is essential for improving system partnerships.
- Prioritize digital communication improvements for system partners such as an updated sentinel lab and ADH contact/call down list, improve usability of the ADH website, increase social media outreach, and develop a laboratory system newsletter.
- Increase public outreach and education with the help of local community leaders, social media, and culturally appropriate promotional designs using health literacy techniques and relevant language translations.

Major Discussion Themes & Key Takeaways

- **Implementation of New Technology & Data Reporting Systems**
 - Varying methods of reporting data (digital vs. paper) taking place throughout the system create information gaps among laboratory system partners, stakeholders, and staff.
 - Increase partnership meetings specific to discussing information exchange systems to address security concerns, staff training gaps, and software transition hesitancy.
- **Staff Training & Education**
 - Improve system partnerships with labs, universities, and other public health entities to increase cross training and resource sharing opportunities.
 - Employee retention impacted by low state wages and funding create gaps in expertise and training. Training opportunities for improving grant research and writing skills would be beneficial for the entire laboratory system.
 - Increase ADH training webinars and videos specific to supporting clinical laboratories within the system.

Major Discussion Themes & Key Takeaways

- **System Evaluations & Regulations**

- Legislative changes in testing regulations can impact the entire system and should be monitored on an ongoing basis. Variations in size of system partner representation impact legislation input.
- Quality improvement initiatives occurring throughout the system should be shared with system partners and evaluated on an ongoing basis.
- Mandatory accreditations help to ensure that quality protocols are being followed and that communication is taking place.

Lessons Learned

- **Get to know your audience:** AR PHL System Partners seemed to respond best to personal phone calls and follow-up emails explaining who invited them and why their attendance is so critical for this one-day assessment.
- **Have facilitator and themetaker backups** ready in advance in case of last minute emergencies.
- **Stay organized** and follow your internal project planning timeline.
- **Lean on internal PHL employees** for support and feedback throughout the planning process.

THANK YOU!

Have any questions?

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