MABEL DODGE LUHAN DONATED THE FIRST HOSPITAL

In 1937 the Sister of the Holy Family of Nazareth named the hospital Holy Cross Hospital. Limited laboratory medicine was being performed without any regulation.

1. Amelia Earhart started her famous flight
2. Gas was 10 cents
3. Adolf Hitler Chancellor
4. Pres. Franklin Roosevelt
5. Golden Gate Bridge opened
6. First Blood Bank Opened in Chicago
HOLY CROSS HOSPITAL WAS BUILT IN 1960

This was when true laboratory medicine came to Taos and Sister Pancratia was made the Head Laboratorian

1. Pres. JF Kennedy
2. Aluminum Can first used
3. OPEC formed
4. Cassius Clay wins first pro fight
5. First Heart pacemaker was developed
FIVE OF OUR MOST SENIOR MEDICAL LABORATORY SCIENTISTS WORKED IN THE SECOND HOLY CROSS BUILDING

Imelda Gonzales 1975  Imelda Jeantete 2016
1. Nelson Mandela elected
2. OJ Simpson kills wife
3. Nancy Kerrigan/Tanya Harding incident
4. Jacksonville Jaguars joins National Football League
5. Bill Clinton gives his first state of the union address
6. First gene linked to Alzheimer's is discovered
SERVICES PROVIDED:

COURIER
CHEMISTRY
PATHOLOGY
HEMATOLOGY
BACTERIOLOGY

PHLEBOTOMY
BLOOD BANK
COAGULATION
URINALYSIS
IMMUNOLOGY & MOLECULAR
LABORATORY ACCREDITATIONS

College of American Pathologists (CAP) since 1975
Mark of excellence in the practice of pathology and laboratory medicine, insuring the highest standard of care for our laboratory patients

Clinical Laboratory Improvement Amendments (CLIA)
The Centers for Medicare & Medicaid Services (CMS) regulates all laboratory testing. The objective of the CLIA program is to ensure quality laboratory testing.
VOLUMES

Billable tests through February 2016

General Lab = 144,961  84% OP & 16% IP (191,161)
Blood Bank = 4,680    51% OP & 49% IP  (6,024)
Pathology = 5,180      96% OP &  4% IP  (6,893)

LabCorp -main reference laboratory (17,000)
TriCore –secondary reference laboratory ( <300 )
Petroglyph Pathology – provide pathology services
Pathology Consultants – Cytology
Dermpath Diagnostics Wisconsin – Dermatology
COURIER SERVICE

Monday through Friday
8:00 AM to 5:30 PM
FPA and TMG
WHI, TSS, TPS, Dermatology
VA & El Centro, Taos, as needed
Stat in & out of town runs
Bank runs, pharmacy etc.
PHLEBOTOMY

Outpatient services 7 days a week
• Monday-Friday 6:30 AM to 6:00 PM
• Saturday and Sunday 7:00 AM to 12:00 noon.

Inpatient 24/7 coverage
CHEMISTRY

Beckman Coulter DXC-Autoloader-Access

Full range of blood, CSF and urine chemistries including but not limited to:

- Comprehensive & Basic Metabolic testing
- Cardiac, Liver, Renal & Thyroid testing
- Therapeutic Drug testing
CHEMISTRY

Opti Blood Gas Analyzer
Co-oximeter
Medtox Drug Screen
Point of Care Glucose testing
BLOOD BANK

United Blood Services - products include PRBC’s, FFP and Cryoprecipitate

Sorval Cell Washer
Ortho Workstation
Plasma Defroster

Services - ABO & Rh, Antibody Screen, Antibody identification, Crossmatching
PATHOLOGY

Tissue Processor
Embedding station
Cryostat
Autostainer

Services include: gross - embedding-cutting-staining-microscopic exam
COAGULATION

Siemens CA 1500
Siemens CA 660

Services include:

PT/INR
PTT
D-Dimer
Fibrinogen
HEMATOLOGY

Sysmex XN-1000-100
Sysmex XS-1000i AL
Sedimat 15
Wright Autostainer

Services: Complete Blood Count and Body Fluid Count, automated and manual analysis, Slide Differentials and ESR
URINALYSIS

Roche U4ll Urine Analyzer

Services include:

- Urine macro and microscopic exam
- Dipstick
- Occult Blood
- Crystal exam
MICROBIOLOGY

Vitek 2 60 – ID and Susceptibility testing

BacT Alert- Blood Cultures

Auto Gram Stainer

Services include:

Cultures
Aerobic & Anaerobic
Sterile and nonsterile
Stool-Throat-Sputum
Genital-Wound-Tissue
Rapid Serological and Molecular detection of infectious diseases
Strep group A
Mono
Flu and RSV
HIV
C. difficle
B. pertussis
Bacterial vaginosis
LABORATORY SPACE
SERVICE/TESTING WE WOULD LIKE TO ADD

FLU/RSV Molecular Testing – increasing sensitivity & specificity (Cepheid)

Viral Panel - respiratory (Film Array Biofire)

Group B Strep molecular testing - starting in March 2016, better reimbursement, more sensitive, and better turn around time (Meridian Bioscience)

Chlamydia/Gonorrhea Molecular testing – 900 annually (Meridian Bioscience/Cepheid)

Helicobacter pylori Breath Test - simple collection and quicker turnaround time (Meretek/Otsuka)
QUALITY

Over 15 Quality indicators are tracked monthly

- Critical result notification
- STAT test request turn around times
- Prevention of Pre-analytical errors
- Blood Culture Contamination
- New Born Metabolic Screening
- Reference Lab Issues
ONE RECENT SUCCESS BLOOD BANK TAT

2015-16 Antibody Screen TATs

- 60 min.
- 1-2 hrs.
- >2 hrs.
AREAS FOR IMPROVEMENT TROPONIN TAT

Troponin TAT – Gold Standard is =>90% resulted in 60 minutes
HCH Goal - 80% or > resulted in 45 minutes 67% December, 88% January, 77% February
ACTION TO IMPROVE TROPONIN TAT

• Communication between and within shifts
  Specific weekend & week day communication sheets developed

• New Label Printers
  Barcodes were not being read in the analyzer and add monthly cleaning of rollers

• Phone Calls
  Phone call tree no longer goes directly to Chemistry first

• Moved work out of chemistry
  Daily processing of send out tests moved out of chemistry and scheduled with hematology or blood bank tech
## Customer Satisfaction Scores

<table>
<thead>
<tr>
<th>Item</th>
<th>%TB</th>
<th>Scores Over Time</th>
<th>Avatar DB Comp Group Percentile</th>
<th>Avatar DB Percentile Comparison (Comp Group:Laboratory)</th>
<th>Comp Group</th>
<th>Count</th>
<th>Respondents Over Time</th>
<th>Target Chart</th>
</tr>
</thead>
<tbody>
<tr>
<td>I received the right amount of attention from the person drawing my blood.</td>
<td>85.33</td>
<td>![Graph]</td>
<td>N/A</td>
<td>Laboratory</td>
<td></td>
<td>150</td>
<td>![Graph]</td>
<td></td>
</tr>
<tr>
<td>The person drawing my blood explained the blood collection procedure very well.</td>
<td>61.36</td>
<td>![Graph]</td>
<td>N/A</td>
<td>Laboratory</td>
<td></td>
<td>132</td>
<td>![Graph]</td>
<td></td>
</tr>
<tr>
<td>The person drawing my blood showed skill and experience.</td>
<td>81.58</td>
<td>![Graph]</td>
<td>N/A</td>
<td>Laboratory</td>
<td></td>
<td>152</td>
<td>![Graph]</td>
<td></td>
</tr>
<tr>
<td>The person drawing my blood was polite.</td>
<td>90.67</td>
<td>![Graph]</td>
<td>N/A</td>
<td>Laboratory</td>
<td></td>
<td>150</td>
<td>![Graph]</td>
<td></td>
</tr>
<tr>
<td>Total</td>
<td>80.31</td>
<td>![Graph]</td>
<td>N/A</td>
<td></td>
<td></td>
<td>153</td>
<td>![Graph]</td>
<td></td>
</tr>
</tbody>
</table>

- **Client Percentile**
- **0-49th Percentile**
- **50-74th Percentile**
- **75-89th Percentile**
- **90-100th Percentile**
THE PERSON DRAWING MY BLOOD EXPLAINED THE PROCEDURE

For item: The person drawing my blood explained the blood collection procedure very well.

**Graph details:**
- **AVG = 61.36.**
- **Linear Trend = 0.000 Pts/Month.**
- **p = 1.000**
- **NON-SIGNIFICANT**

**Table:**

<table>
<thead>
<tr>
<th>Month</th>
<th>66.67</th>
<th>33.33</th>
<th>63.34</th>
<th>77.78</th>
<th>60.60</th>
<th>50.00</th>
<th>54.55</th>
<th>33.33</th>
<th>65.22</th>
<th>57.89</th>
<th>66.67</th>
<th>66.67</th>
</tr>
</thead>
<tbody>
<tr>
<td>Response n</td>
<td>9</td>
<td>3</td>
<td>11</td>
<td>9</td>
<td>5</td>
<td>6</td>
<td>11</td>
<td>6</td>
<td>23</td>
<td>16</td>
<td>12</td>
<td>15</td>
</tr>
</tbody>
</table>
MEASURES TAKEN TO IMPROVE SATISFACTION SCORES

- **AIDET** – acknowledging, introducing, duration, explaining and thanking
- **Performance Improvement** – registration and patient through put
- **Registration** – separate clerks for Imaging and Lab
- **Lab Phlebotomy Staffing** - stability/hours
- **Eliminating numbering system** – call patients by name
- **Scripting** - explanation
GREATEST ASSET IS OUR TEAM OF LABORATORY PROFESSIONALS

Behind the scenes our team of highly skilled and trained professionals work together to provide valuable data. 85% of practitioners decisions related to diagnosis and therapy are based on laboratory results.

Our goal is to maintain a team who have the required knowledge, skills and attitudes to fulfill current and future professional and technical needs.

Shortage of professionals, approximately 5,000 MLS annually, fewer schools, and aging work force, ave. age 49
PROFESSIONAL TEAM OF 35

1 Pathologist (ASCP)  1 Laboratory Director (ASCP)
1 Histologist       1 Lab Information Specialist (ASCP)
2 Couriers          4 Section Heads (ASCP)
14 Phlebotomists    11 Medical Laboratory Scientists (ASCP)

Experience ranges from 1 to 45 years
HCH 25% are at retirement age and 60% in 5 to 10 years
Fortunate to have such a great team!!!!
BEHIND EVERY GREAT LAB IS A GREAT TEAM
BEHIND EVERY GREAT LAB IS A GREAT TEAM
BEHIND EVERY GREAT LAB IS A GREAT TEAM
OUTSTANDING PERFORMANCE AND LEADER EMILY ZOPF

Bachler's in Elementary Education
Masters of Fine Arts – Fabric
Bachelors of Science Medical Technology
Medical Laboratory Scientist- Cross Trained in BB, Chem, Hem, UA, Coag and Immunology

Lab Information Specialist
Leads Lab Lifewings
Process improvement lab leader
Standards Committee
EMR Committee
Quality Management
Internal Audit Team
Reference Lab Specialist
THANK YOU

QUESTIONS?