

HOLY CROSS HOSPITAL LABORATORY

SERVING OUR PATIENTS, MEDICAL STAFF AND
COMMUNITY SINCE 1937

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

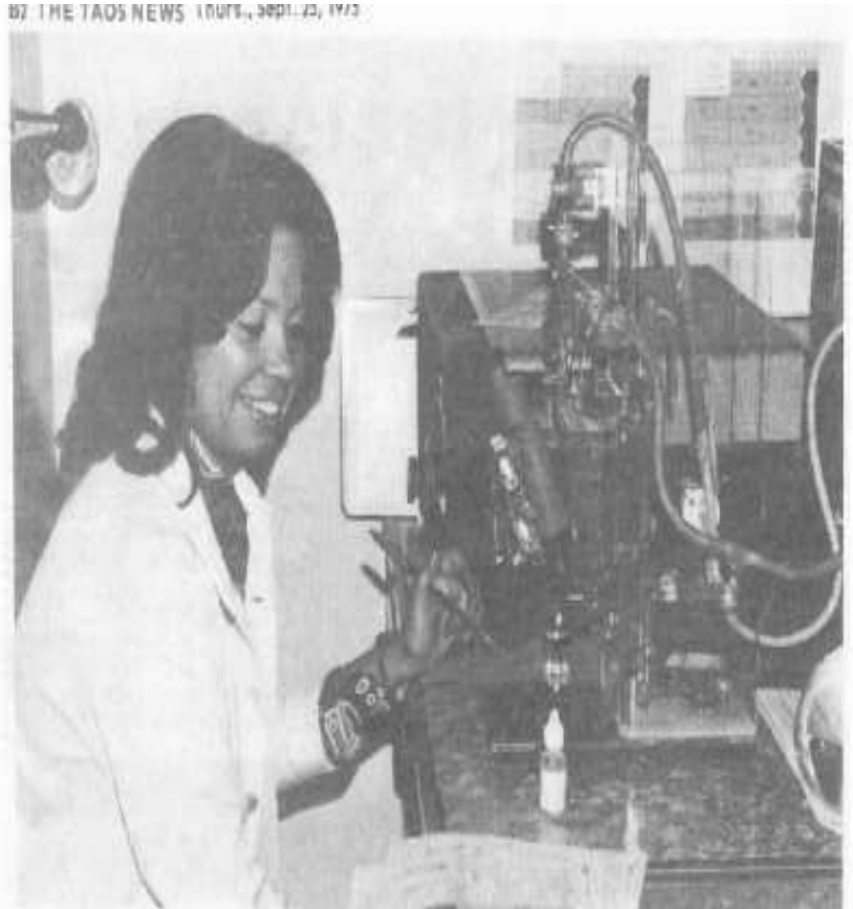
This was when true laboratory medicine came to Taos and Sister Pancratia was made the Head Laboratorian

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



HOLY CROSS HOSPITAL BUILT IN 1994

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

PHLEBOTOMY

CHEMISTRY

BLOOD BANK

PATHOLOGY

COAGULATION

HEMATOLOGY

URINALYSIS

BACTERIOLOGY

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 U4II 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



IMMUNOLOGY & MOLECULAR

Rapid Serological and Molecular
detection of infectious diseases

Strep group A

Mono

Flu and RSV

HIV

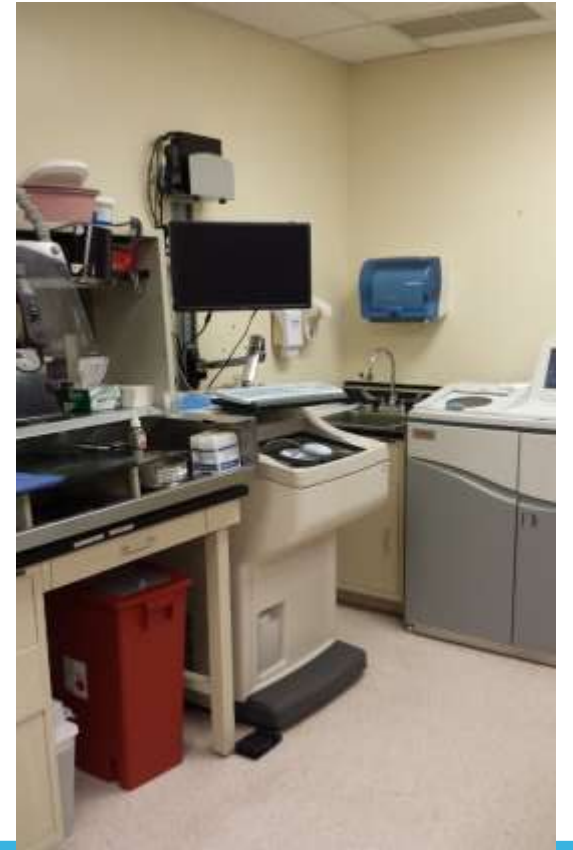
C. difficile

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)

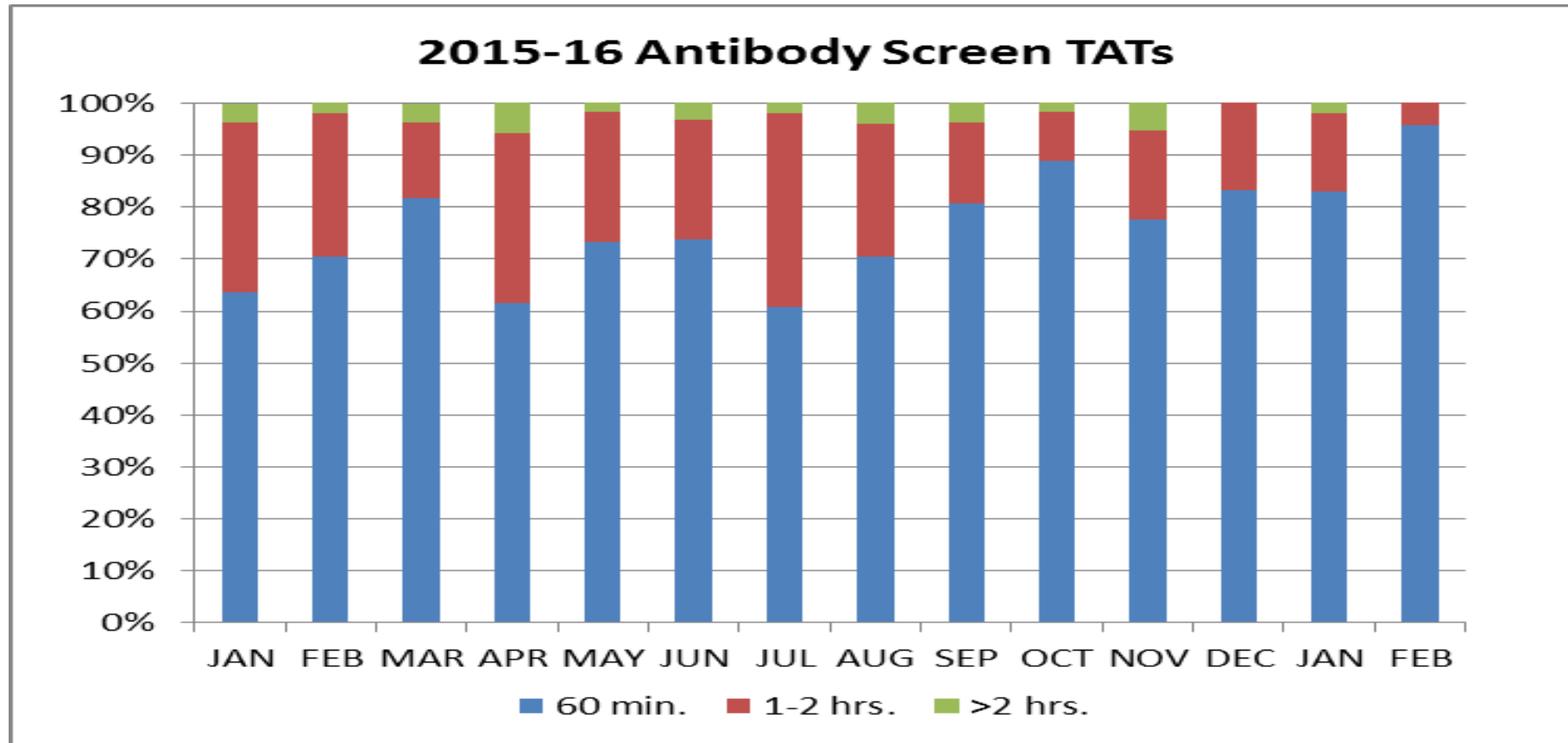
Helicobacter pylori Breath Test - simple collection and quicker turnaround time (Meretek/Otsuka)

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
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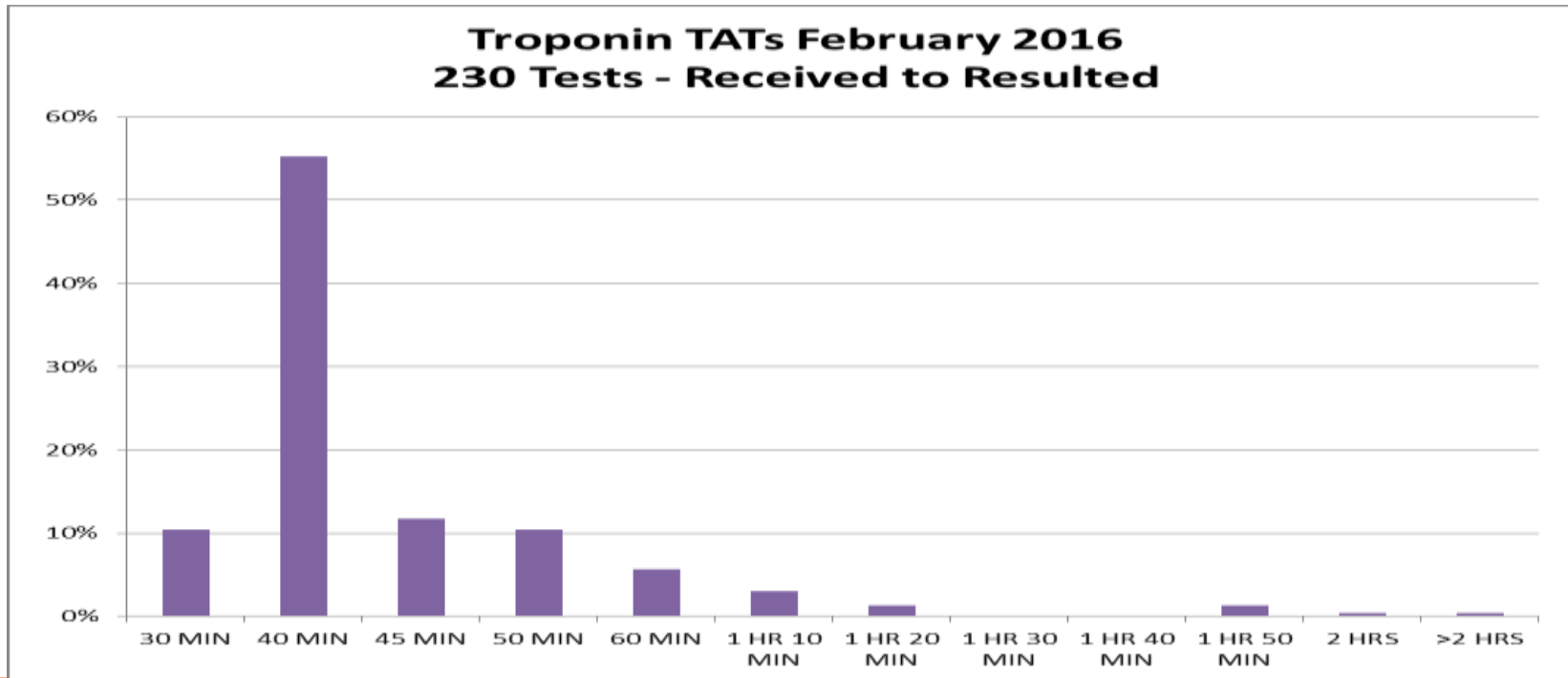
ONE RECENT SUCCESS BLOOD BANK TAT



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

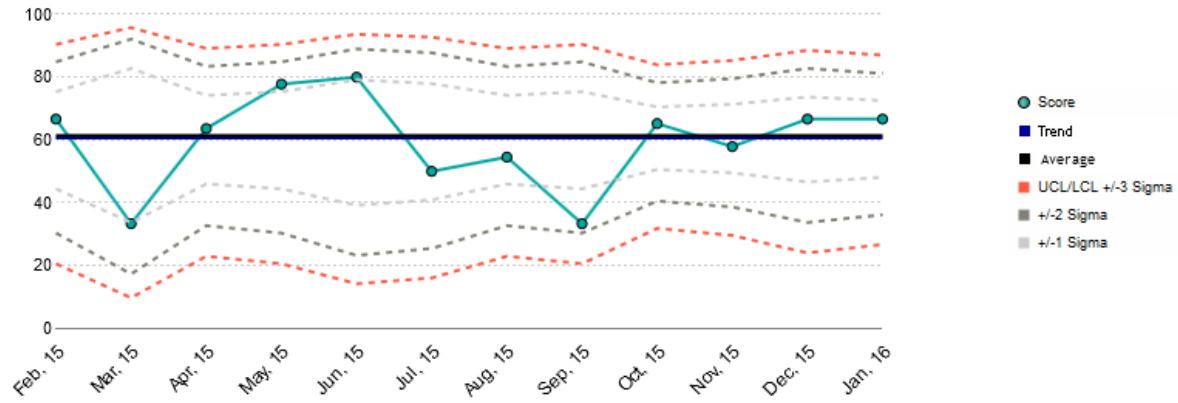
CUSTOMER SATISFACTION SCORES

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

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.



AVG = 61.36. Linear Trend = 0.000 Pts/Month. p = 1.000 NON-SIGNIFICANT

	Feb, 15	Mar, 15	Apr, 15	May, 15	Jun, 15	Jul, 15	Aug, 15	Sep, 15	Oct, 15	Nov, 15	Dec, 15	Jan, 16
%TB	66.67	33.33	63.64	77.78	80.00	50.00	54.55	33.33	65.22	57.89	66.67	66.67
Responses(n)	9	3	11	9	5	6	11	9	23	19	12	15

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!!!!

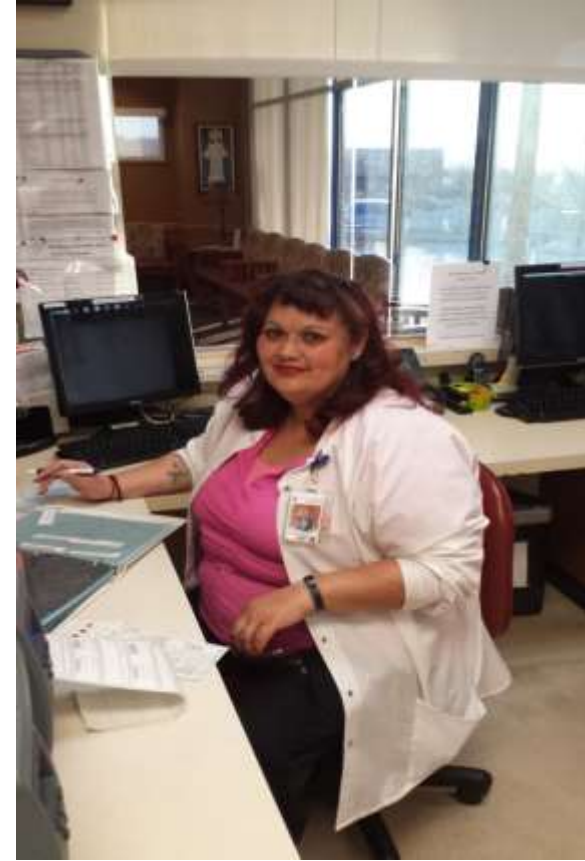
BEHIND EVERY GREAT LAB IS A GREAT TEAM



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OUTSTANDING PERFORMANCE AND LEADER EMILY ZOPF

Bachelor'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?