

Utah Public Health Laboratory One Year of SUCCESS

Presented by:

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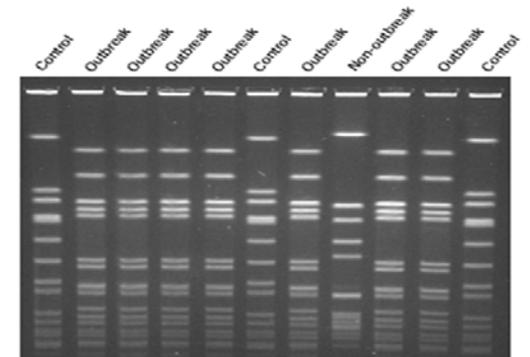
UTAH PUBLIC HEALTH LABORATORY

The LABORATORY is a scientific laboratory that strives to meet public health testing needs with timely, accurate, and cost efficient results.

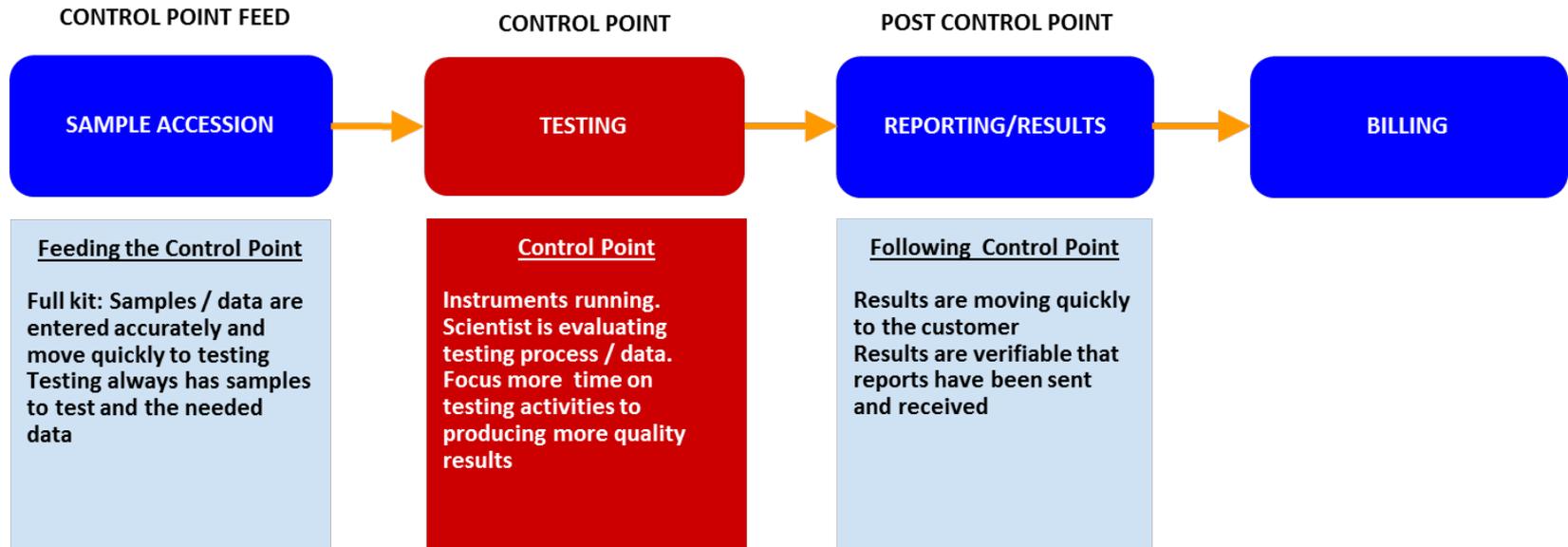


DIVIDED INTO FOUR TESTING SECTIONS

- Environmental Chemistry
- Forensic Toxicology
- Infectious Diseases
- Newborn Screening



THROUGHPUT OPERATING STRATEGY



System Measure – QT/OE

T = Dollar Value of Tests (fee schedule)

Q = Proficiency Scores (accuracy)

Q = % meeting Service Level Agreement

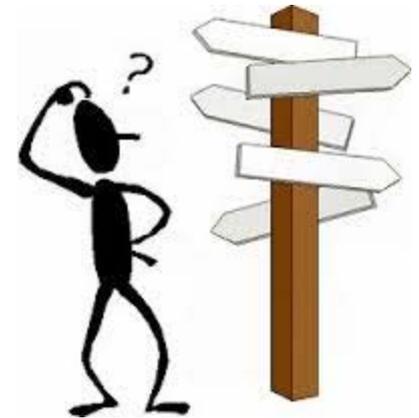
SCOPE – ENVIRONMENTAL CHEMISTRY

- Inorganic (Phosphates/Nitrates), Organic (Pesticides), Metals (Copper, Lead, Mercury, etc.)
- Thousands Of Water and Soil Samples Tested Each Month
- Samples Gathered Throughout the State
- Primary Customer
 - Utah Department of Environmental Quality

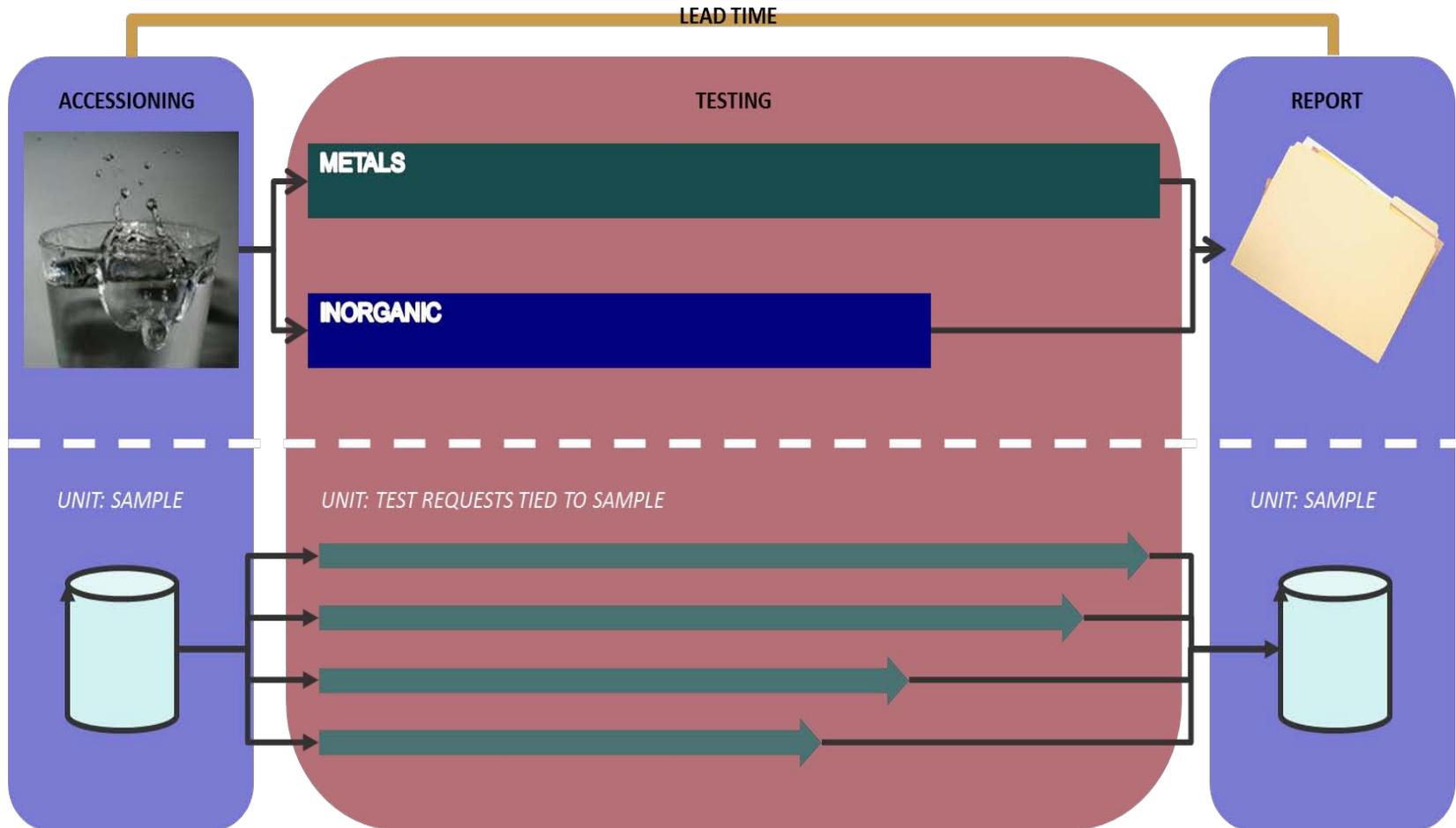


CHALLENGE AND OPPORTUNITY

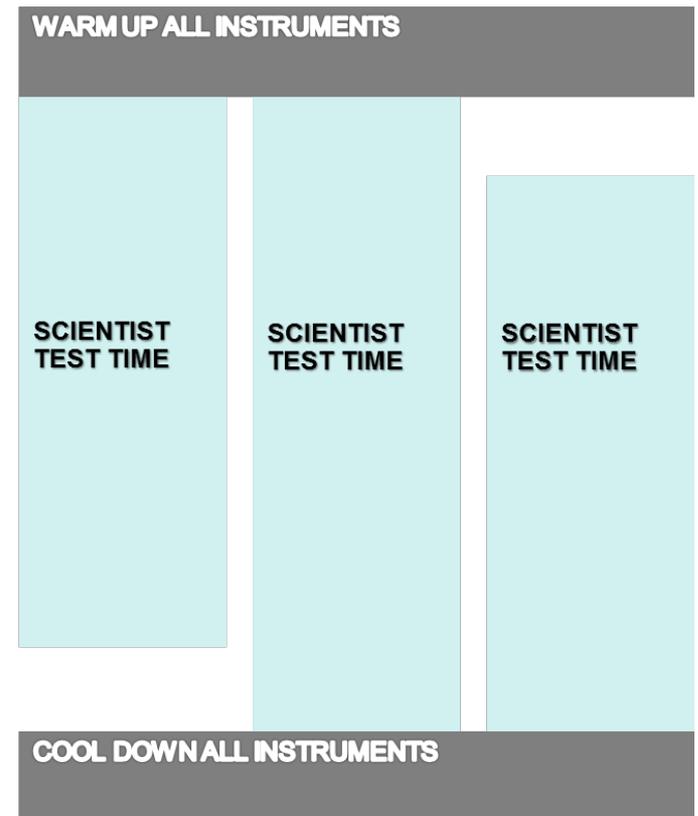
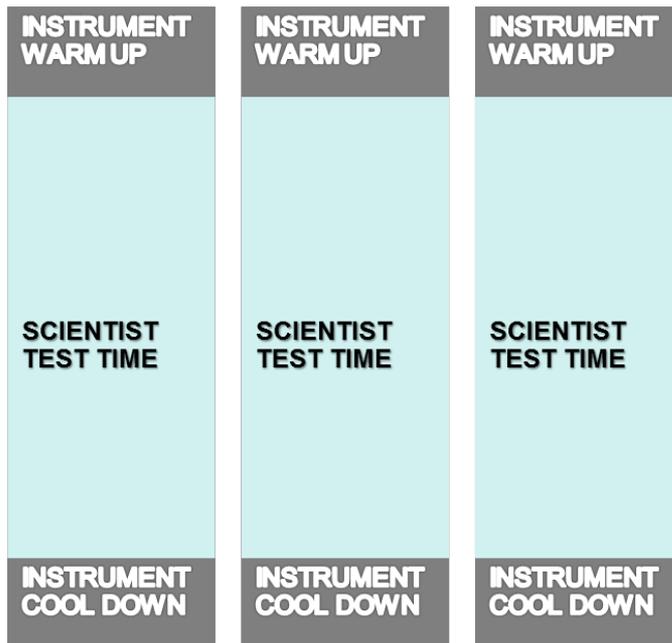
- Driven By Customer Service and Cost-Effectiveness
- We Can Improve, but Where do We Start?
- Fundamentals – Data and Attitudes
- Absence Of Meaningful Operational Data
- Managing Resistance



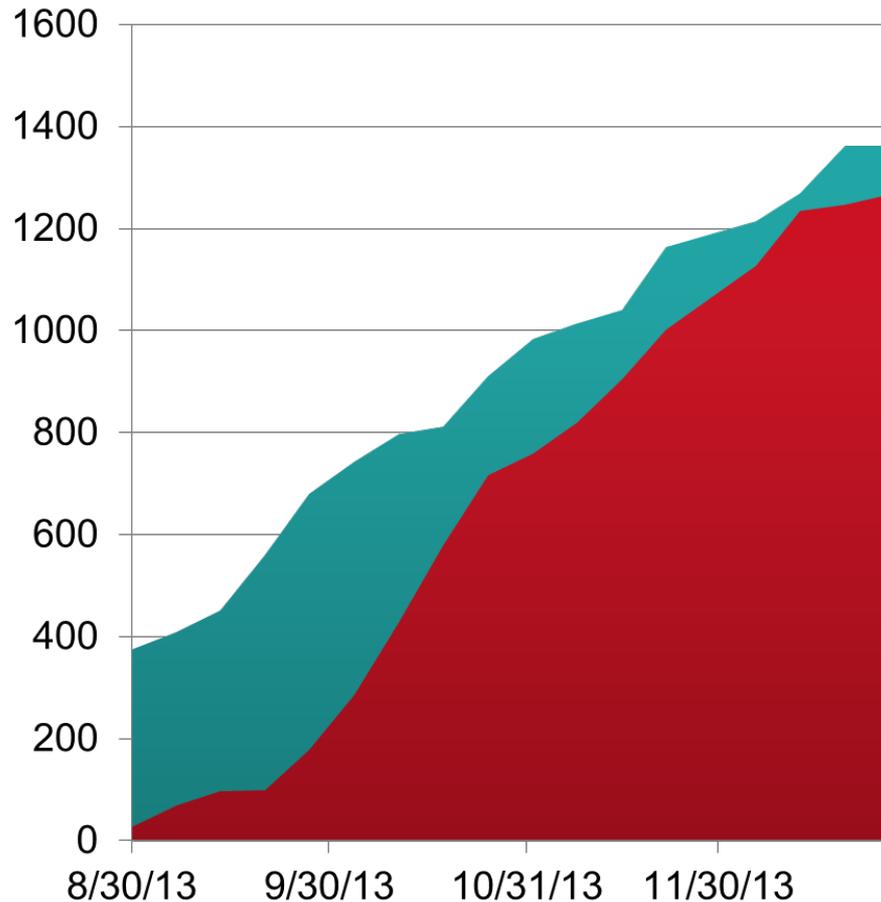
PROCESS NOT LINEAR



SIMPLE CHANGE = BIG RESULT



CONTINUED GAINS



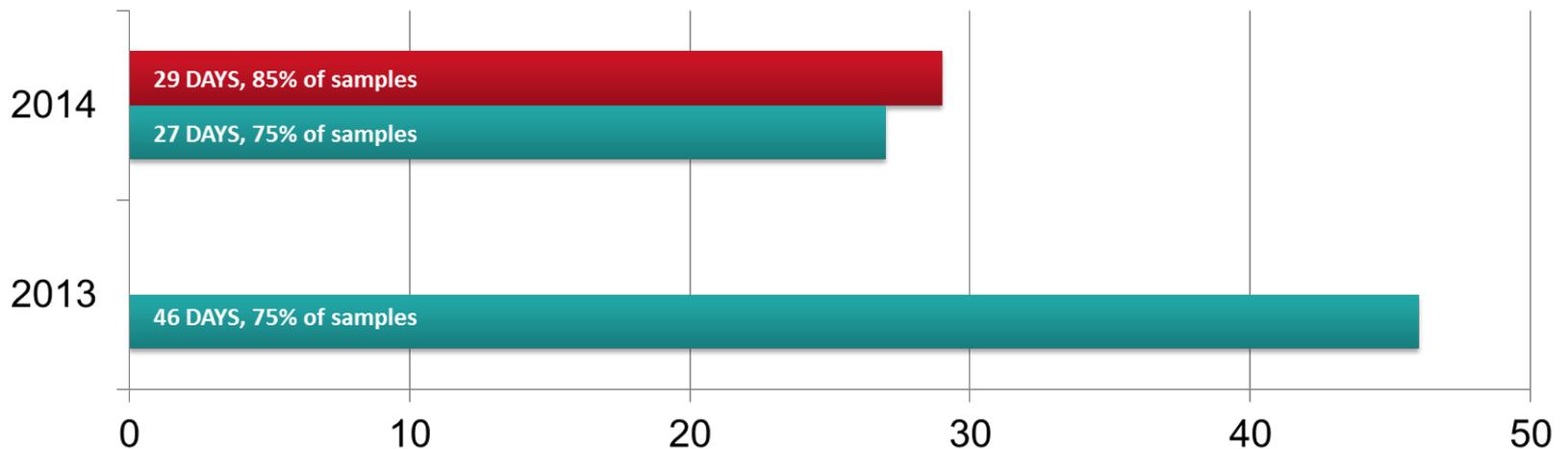
- Samples Received
- Samples Completed

Seasonal Variance:

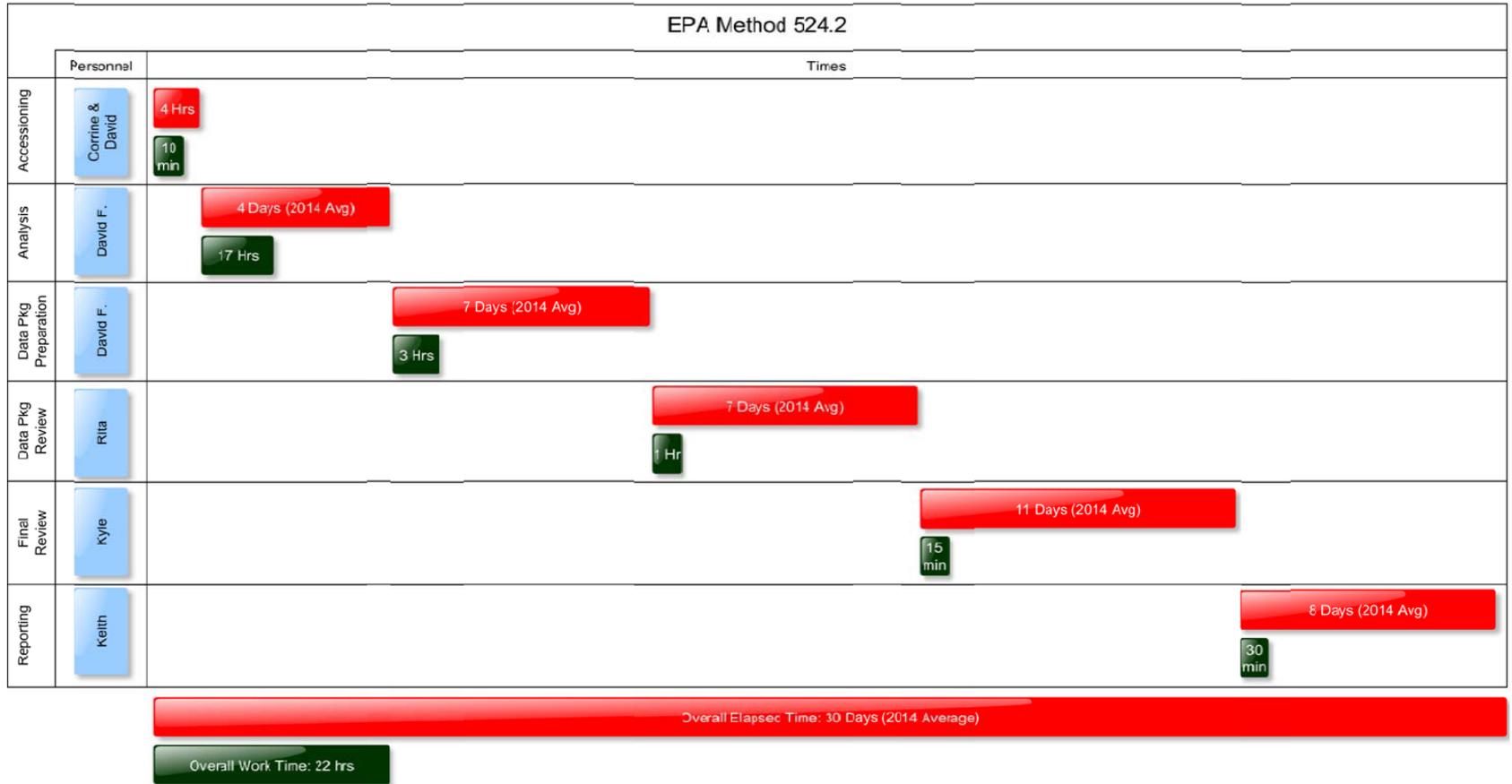
- Highest Demand – late spring / early summer to late fall.
- Need a full year trend to determine the extent of improvement / found capacity.

AFTER A YEAR OF OBSERVATION

- Real Time Operational Data Reviewed Weekly
 - LEAD TIME by (a) testing, (b) data review, (c) reporting
 - % of samples meeting Service Level Agreement (46 days)



CURRENT FOCUS



LESSONS LEARNED

- Value Of Data-Driven Decision Making
- Strong Leadership – Trust and Credibility Are Crucial
- Over-Communicate With Staff
- Local Management Drives
- “Holistic” Thinking – Review Entire System

THANK-YOU'S AND ACKNOWLEDGEMENTS

- The Entire Environmental Chemistry Staff
 - Bret Van Ausdall – Director
 - Steve Dickson – Inorganic Section Manager
 - Robert Lo – Metals Section Manager
 - Kyle Ashby – Organic Section Manager
 - Keith Henderson – Expert Data Gatherer
 - Jeff Mulitalo – GOMB Liaison

QUESTIONS

