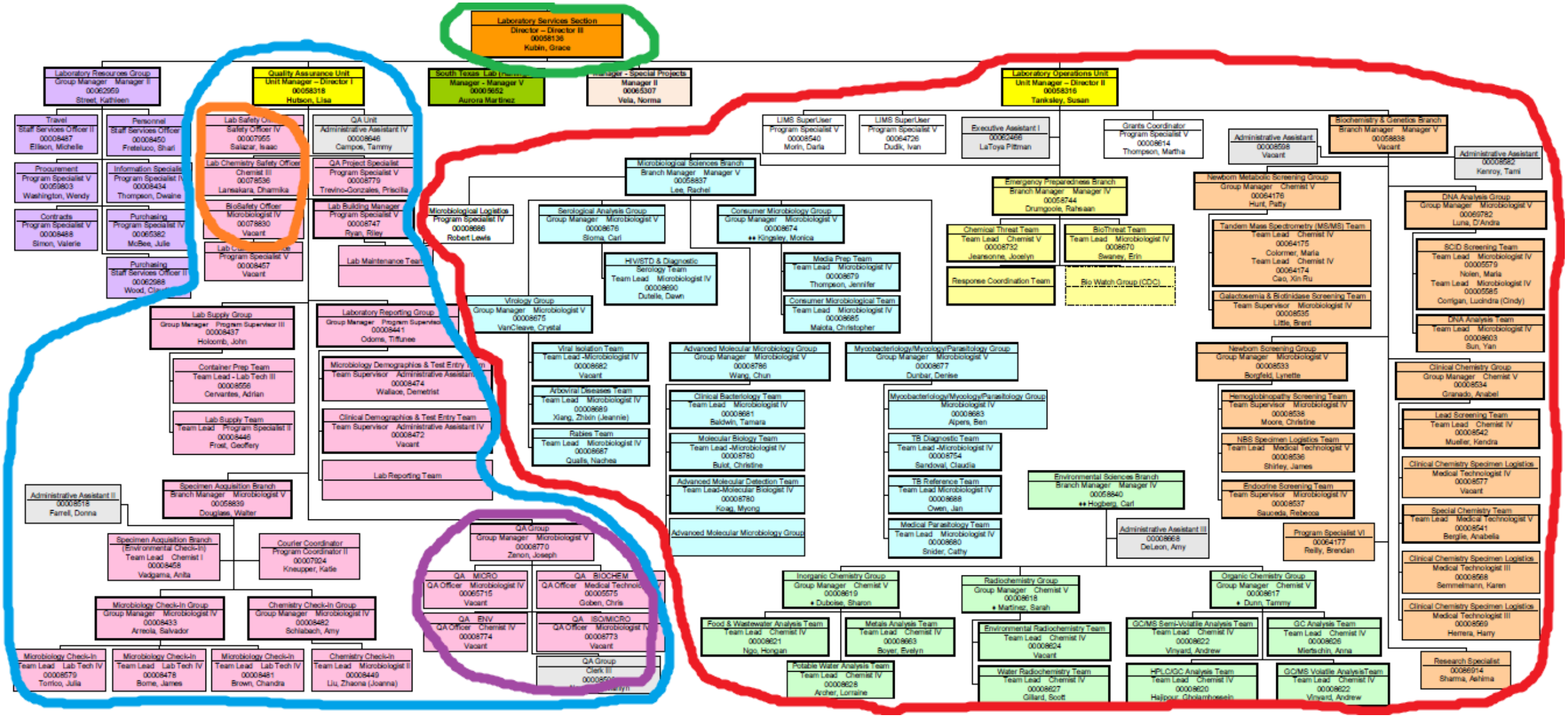
Texas
Department of State
Health Services

Effective Strategies that Support a Culture of Quality and Safety

Grace Kubin
Texas Department of State Health Services

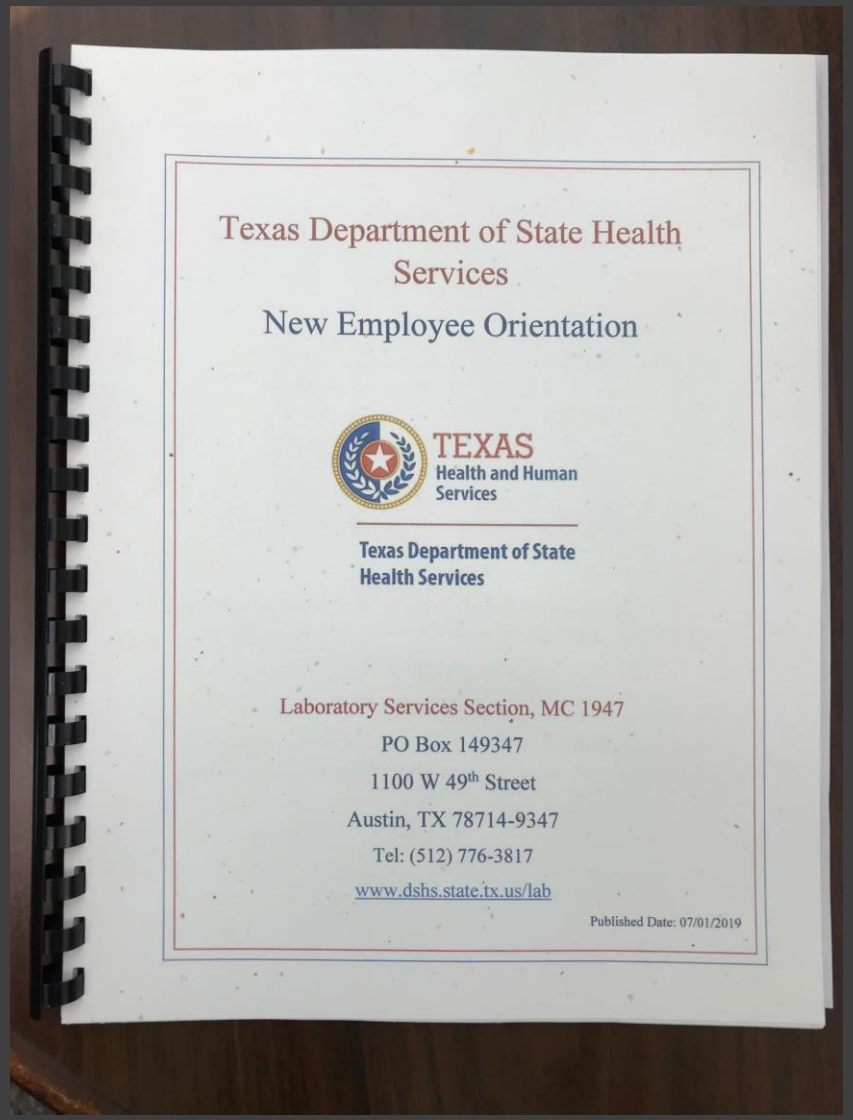
DSHS Laboratory Org Chart



TEXAS
Department of State
Health Services

New Employee Orientation

- Biological hazards
- Chemical safety
- Fire safety
- Quality assurance
  - Regulatory bodies
  - Quality Management System
  - Ethics

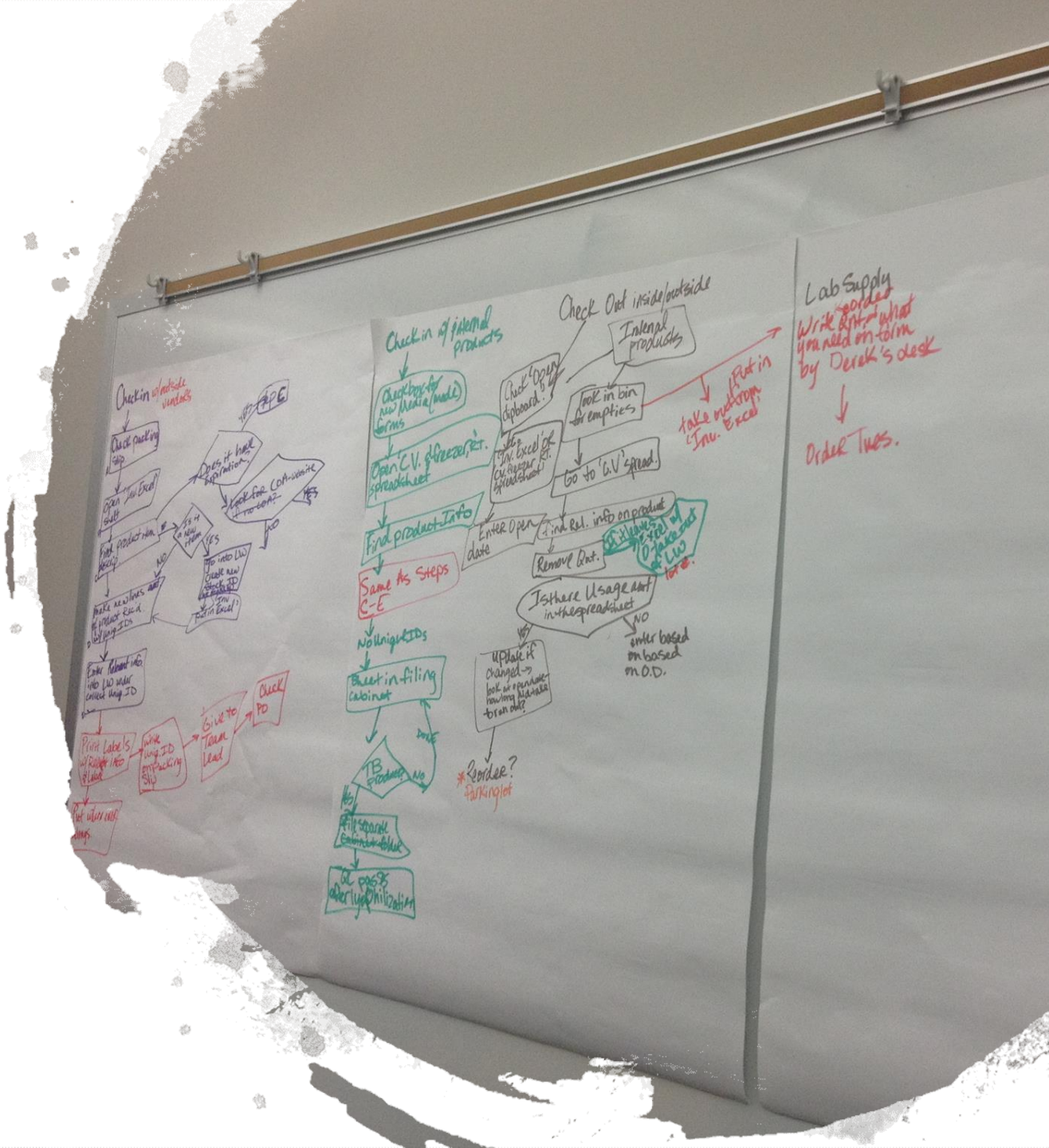


Continuous Quality Improvement

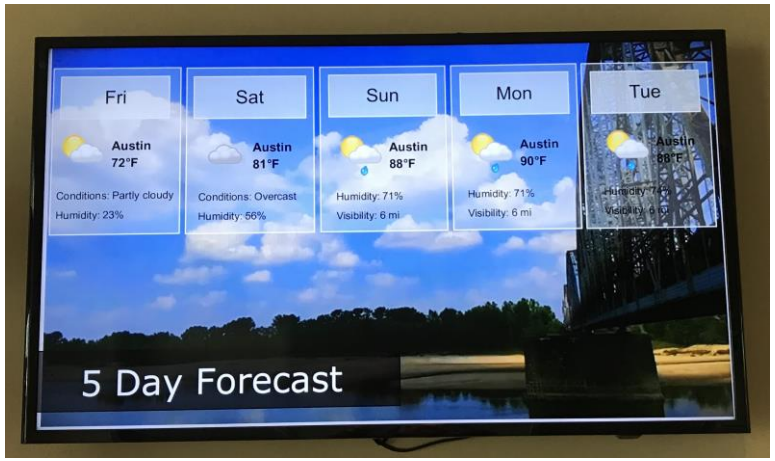
- Team trained as Lean/Six Sigma Yellow Belts, Green Belts and Black Belts
- CQI Team members lead lab improvement projects
- Projects follow process with templates for documentation
  - Problem statement
  - Project charter
  - Data gathering
  - Presentation to leadership

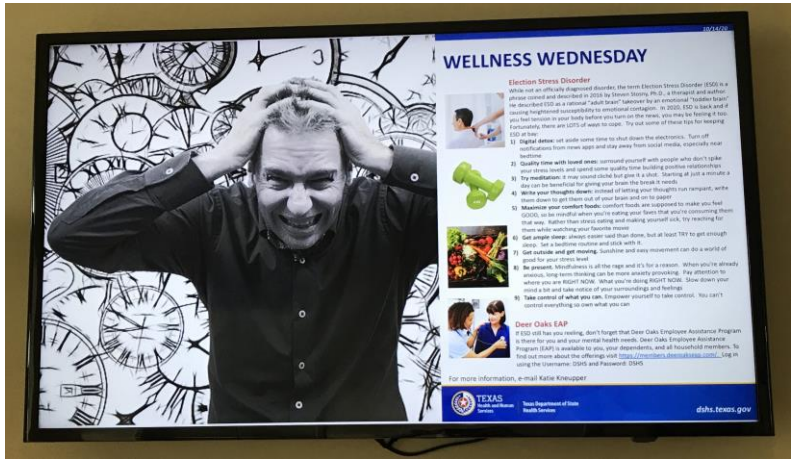
Lean/Six Sigma White Belt Training

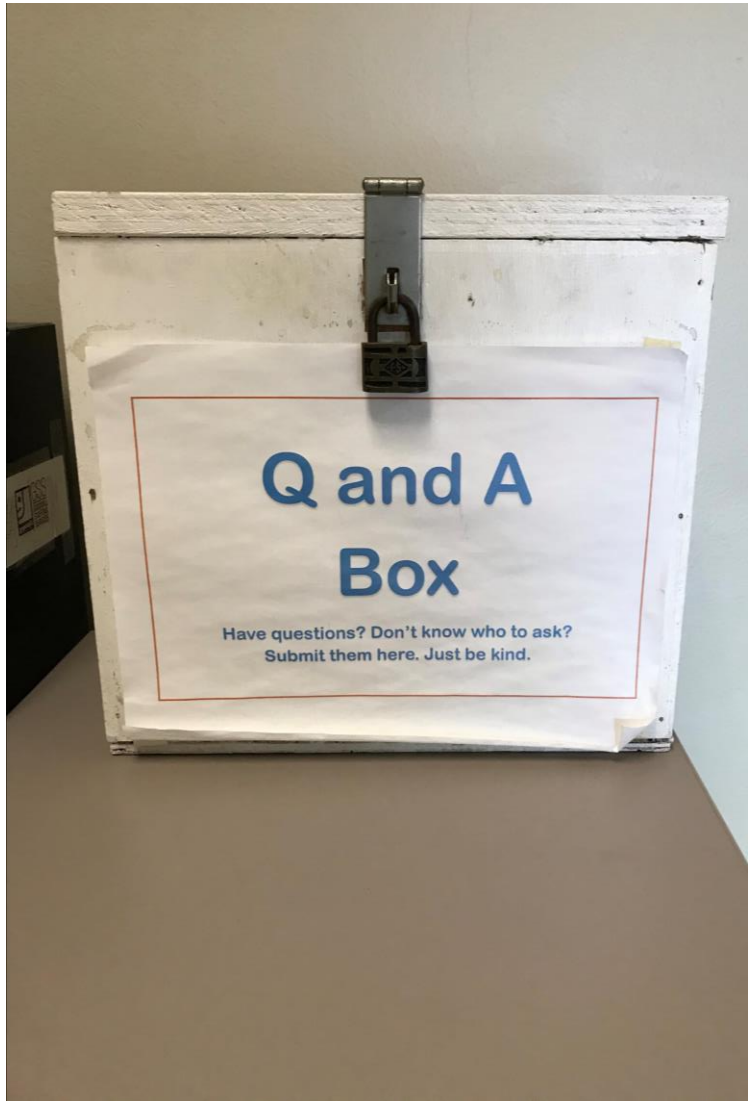
- All staff
- Presentations
- Hands on exercise



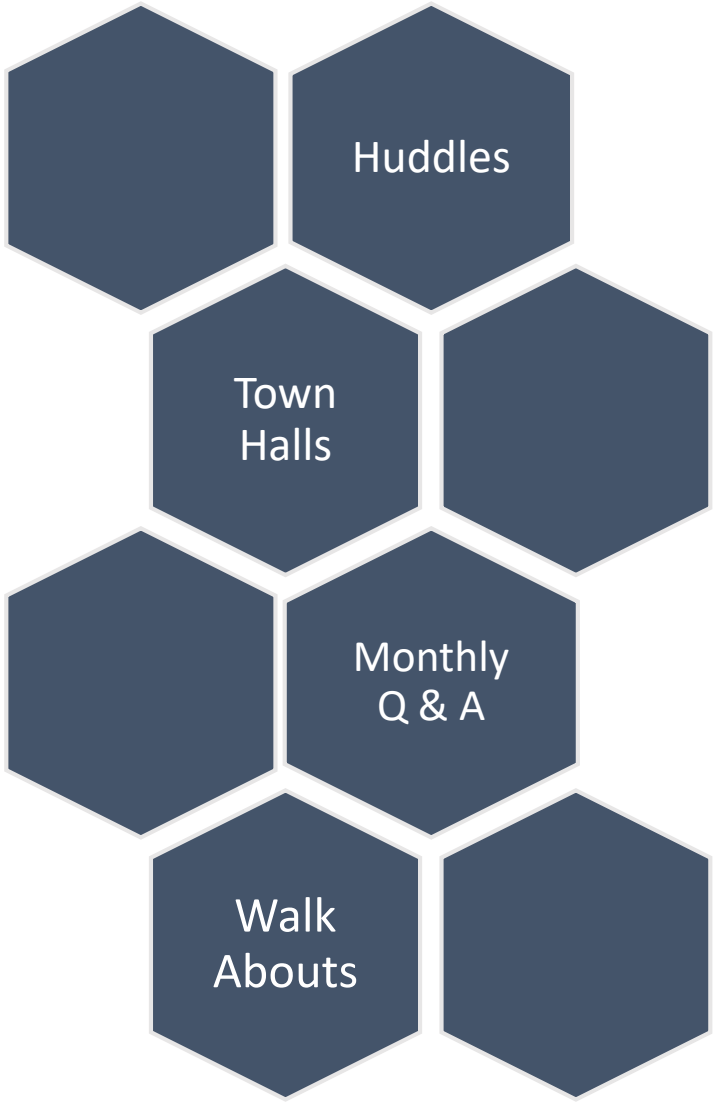
Scrolling Monitors on Every Floor







Other Communication Strategies

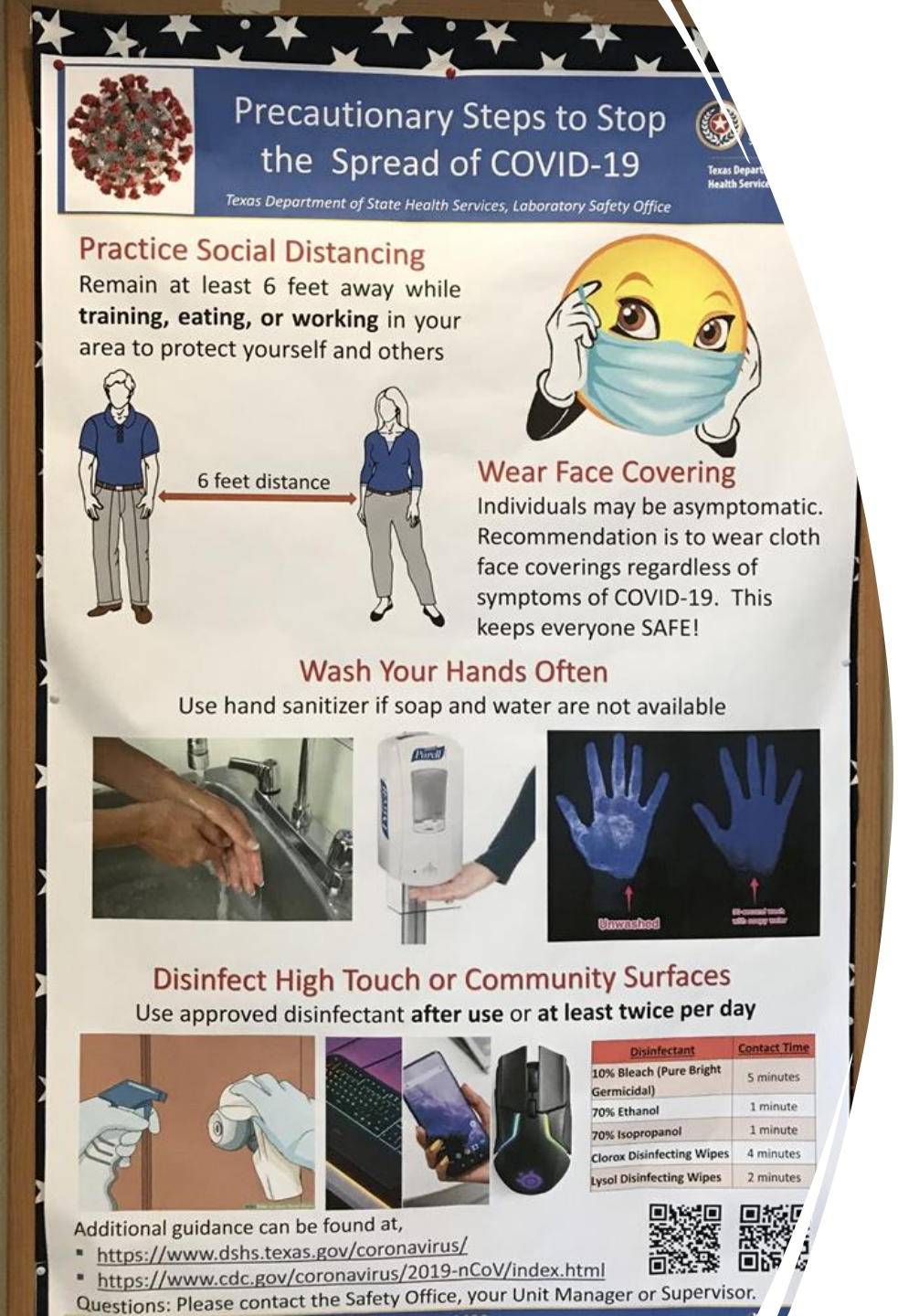


Lab Safety Team

- Every floor has several representatives
- Team meets to discuss implementation of safety practices
- Receive special safety training
- Act as a resource for safety emergencies

Working Safely in a COVID World

Building Entrance Procedure



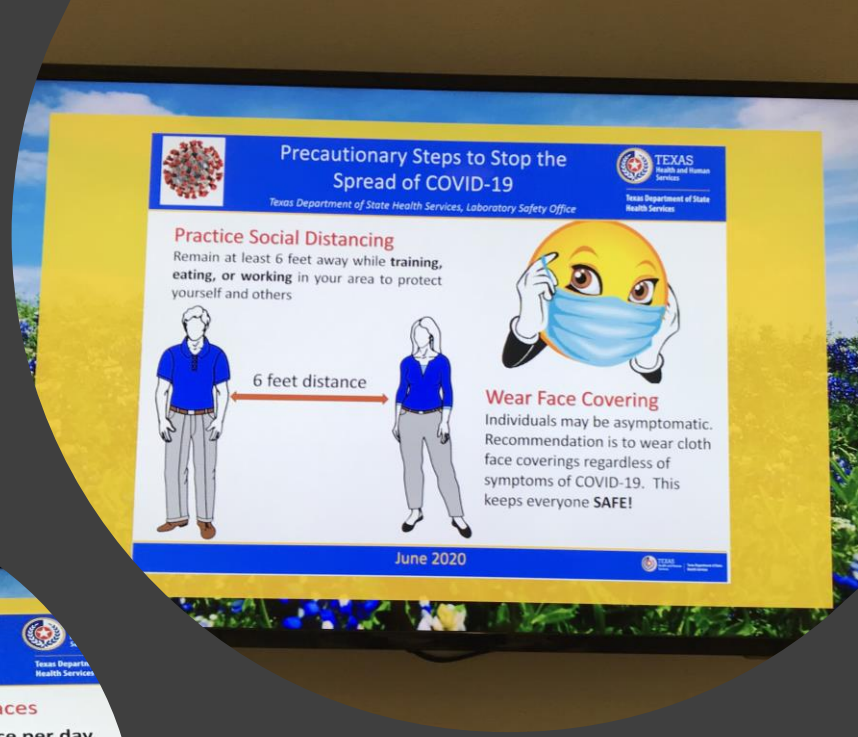
1st Floor Elevator Poster

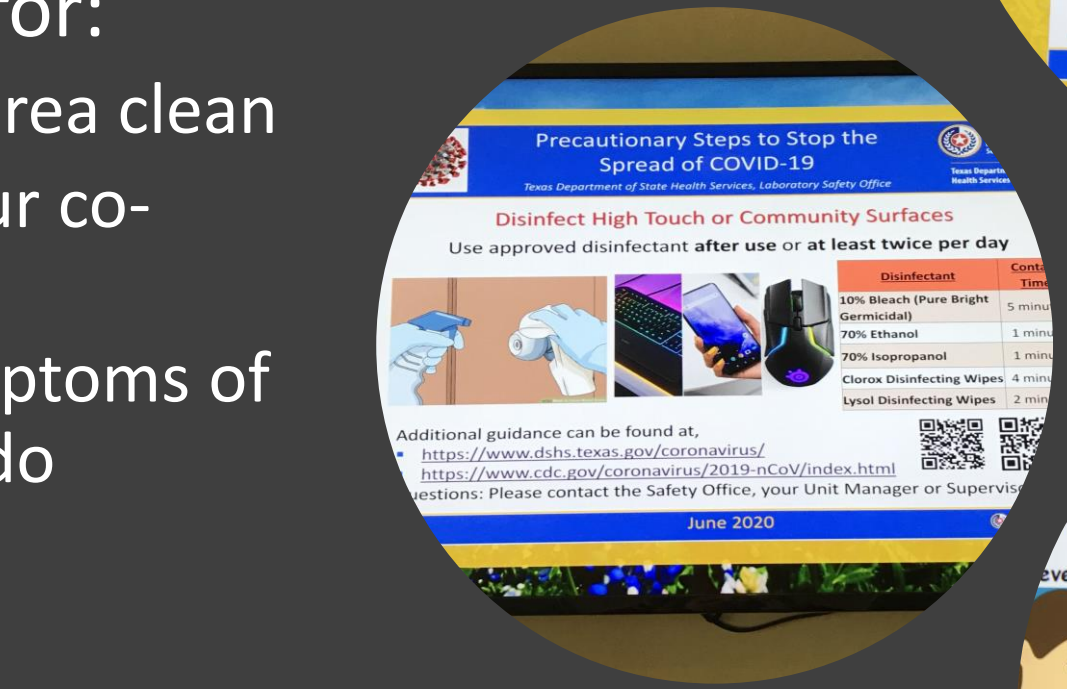
- COVID reminders for a safe work environment
- QR coded for direct links to CDC guidance

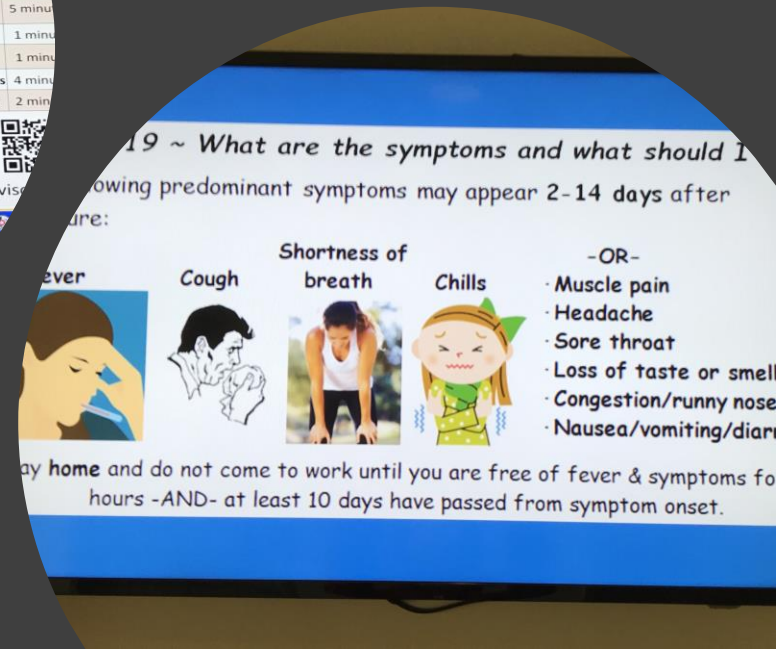
COVID Messages on Every Floor

Monitors scroll tips for:

- Keeping your work area clean
- Keeping you and your co-workers safe
- Recognizing the symptoms of COVID and what to do







Texas Department of State Health Services


C-3
C-4

Thank You!

Supporting a Culture of Quality and Safety

New York Department of Agriculture and Markets
Division Food Laboratory

NEW YORK STATE OF OPPORTUNITY | Department of Agriculture and Markets

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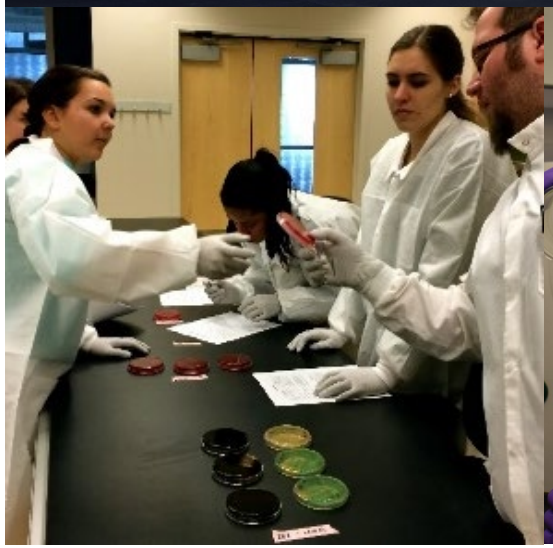
Division of Food Laboratory



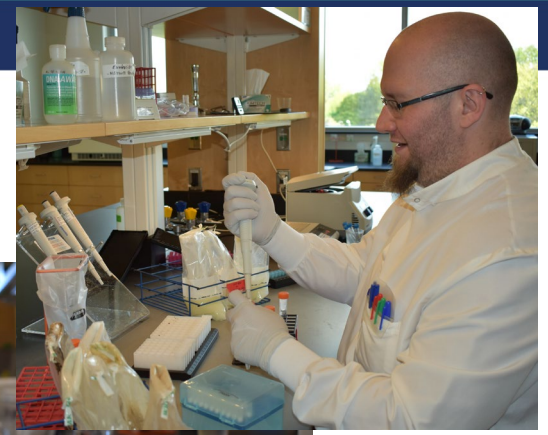
"The State Food Regulatory Lab"

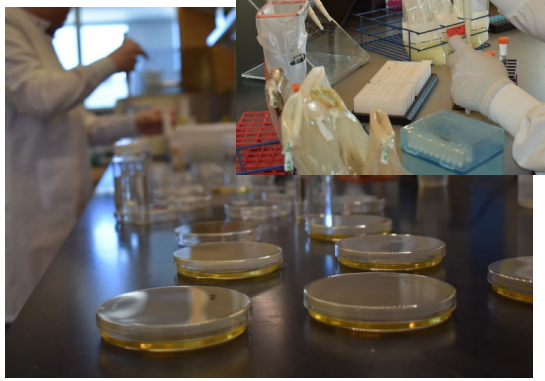
NEW YORK STATE OF OPPORTUNITY | Department of Agriculture and Markets

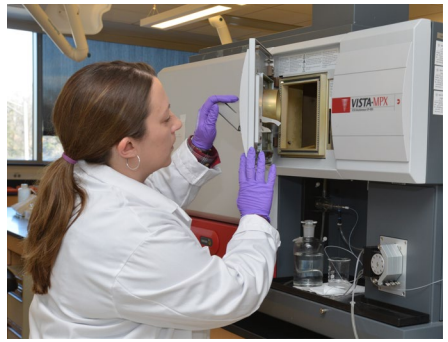
Building 6

Technical sections:

- **Food and Dairy Microbiology**: analyze over 20,000 food samples/yr. ~ 2,500 of these for foodborne pathogens
- **Food and Dairy Chemistry**: analyze over 5,000 food samples/yr. ~ 1,500 for chemical hazards
- **Pesticide residues**: analyze over 1,500 produce samples/yr. for > 200 different pesticide residues and metabolites







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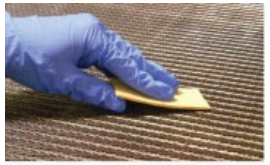
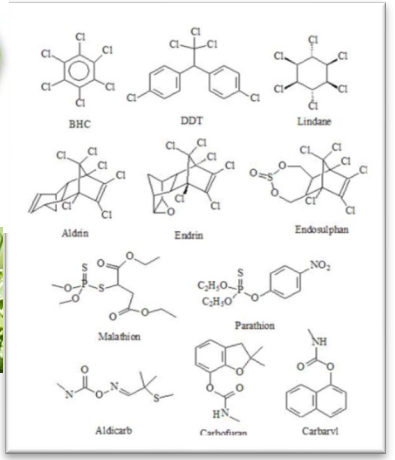
What do we test?



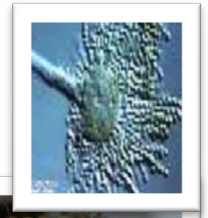
Foodborne pathogens

Authenticity & Label Claims

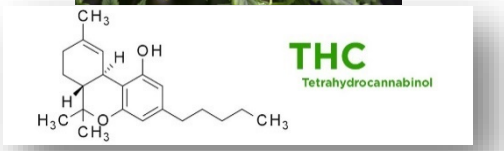
Pesticides Residues



Toxins



Controlled Substance (Hemp)



Heavy Metals & Industrial Dyes

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Where do the samples come from?

- **Within Ag and Markets (surveillance)**
  - Division of Food Safety Inspection
  - Division of Milk Control/Dairy Services
  - Division of Plant Industry

Collected by field staff from farms, food processing plants, food/feed/fertilizer manufacturers, distribution centers, farmers markets, and retail stores.

Quality Assurance

2019 Accredited to

- ISO/IEC 17025 Standard
- AOAC ALACC Criteria: Guidelines for Laboratories Performing Microbiological and Chemical Analysis of Food, Dietary Supplements, and Pharmaceuticals

ilac-MRA A2LA

Accredited Laboratory

A2LA has accredited

NEW YORK STATE DEPARTMENT OF AGRICULUTURE AND MARKETS
FOOD LABORATORY DIVISION
Albany, NY

for technical competence in the field of

Chemical Testing

This laboratory is accredited in accordance with the recognized International Standard ISO/IEC 17025:2017 *General requirements for the competence of testing and calibration laboratories*. This laboratory also meets the requirements of A2LA *R204 – Food and Pharmaceutical Testing Laboratory Accreditation Program*. This accreditation demonstrates technical competence for a defined scope and the operation of a laboratory quality management system (*refer to joint ISO-ILAC-IAF Communiqué dated April 2017*).

Presented this 1st day of August 2019.

Vice President, Accreditation Services
For the Accreditation Council
Certificate Number 2749.01
Valid to February 28, 2021

For the tests to which this accreditation applies, please refer to the laboratory's Chemical Scope of Accreditation.

ilac-MRA A2LA

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NEW YORK STATE DEPARTMENT OF AGRICULUTURE AND MARKETS
FOOD LABORATORY DIVISION
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Presented this 1st day of August 2019.

Vice President, Accreditation Services
For the Accreditation Council
Certificate Number 2749.02
Valid to February 28, 2021

For the tests to which this accreditation applies, please refer to the laboratory's Biological Scope of Accreditation.

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Biological

- 11 Methods under scope
- One PT a year per analyte/method
- 33 SOPs, 36 Work Instructions, and 170 forms controlled

Chemistry

- 13 Methods under scope
- ~75 PT a year/~400 Analytes
- 46 SOPs, 13 Work Instructions, and 41 Forms controlled

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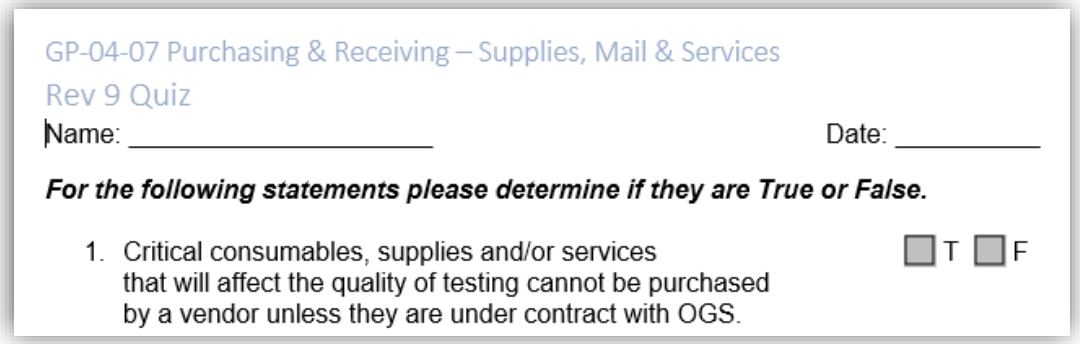
How Quality Assurance is maintained ?

- Teamwork
- Good communication
  - Weekly huddle meeting with QA staff (org chart)
  - Ad hoc meetings with QA committee (QA staff + supervisors)
  - Annual Management Review meeting (all senior staff)
- Creativity and Innovation
  - Communication flow made easier with color coded folders
  - Engage employees (annual update, quizzes, etc.)
  - Use of APHL resources (new employee orientation)



GP-04-07 Purchasing & Receiving – Supplies, Mail & Services
Rev 9 Quiz

Name: _____ Date: _____

For the following statements please determine if they are True or False.

1. Critical consumables, supplies and/or services that will affect the quality of testing cannot be purchased by a vendor unless they are under contract with OGS. ☐ T ☐ F

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APHL | APHL PROGRAMS | FOOD SAFETY | LABORATORY ACCREDITATION | HUMAN AND ANIMAL FOOD LABORATORY TRAINING RESOURCES

Human and Animal Food Laboratory Training Resources

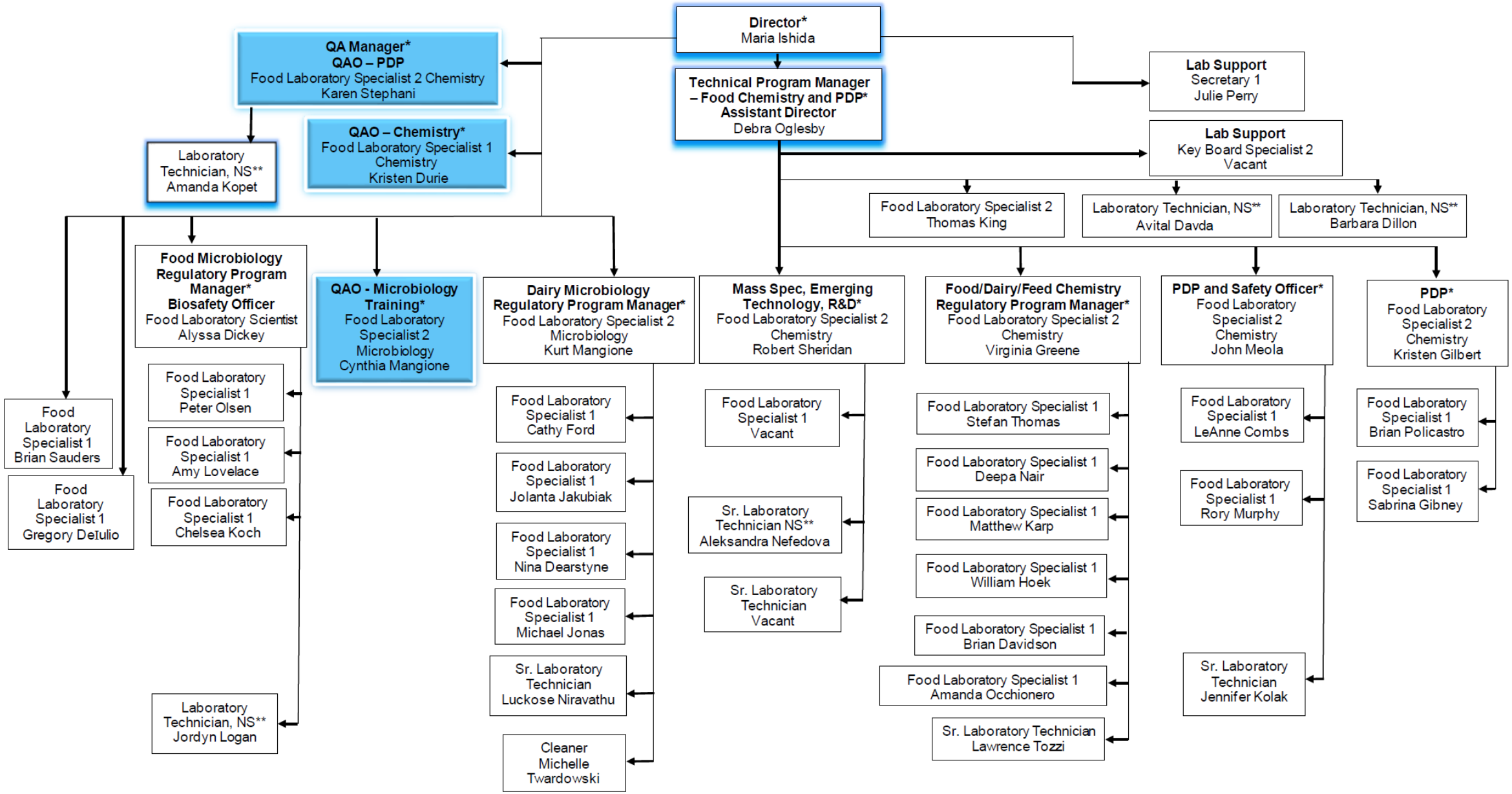
Accreditation Resources

Human and Animal Food Laboratory Training Resources

The following resources have been collected by the ISO/IEC 17025 Accreditation Training Steering Committee for food and feed testing laboratories seeking initial or expanded ISO accreditation. These resources are neither endorsed nor recommended by APHL or its partners at FDA, AFDO or AAFCO.

New York State Department of Agriculture and Markets
Food Laboratory
Bldg 6, State Office Building Campus
Albany, NY 12206

Organizational Chart



2019 Laboratory Update (QA)

NEW YORK STATE OF OPPORTUNITY. | Agriculture and Markets

1st Annual
NYS Food Laboratory Update
Location: Hilton Garden Inn (Troy)

Wednesday, October 2, 2019

Moderator: Karen Stephani

12:30 p.m.	**Attendance Award/ Ice Breakers**
	History of the Pesticide Data Program – *Debbie Oglesby (20 min)*
	Good Test Portions/Sample Prep – *Sasha Nefedova (20 min)*
1:15 p.m.	**Jeopardy –** *QA Unit (75 min)*
2:30 p.m.	**Break**

Safety

New York State Department of Agriculture & Markets
Food Laboratory Division

SOP No: GP-5-04		Page 1 of 11
Title: BioSafety Manual		
Revision: 12	Replaces: 11/17/2017	Effective: 12/2/19

1. **Purpose and Principle**

   To specify precautions that reduce or eliminate the risk of exposure to potentially hazardous biological agents used in the New York State Department of Agriculture and Markets Food Laboratory.

2. **Scope**

   This SOP shall be used by NYS Department of Agriculture & Markets Food Laboratory personnel

New York State Department of Agriculture & Markets
Food Laboratory Division

SOP No: GP-5-03		Page 1 of 15
Title: Chemical Hygiene Plan		
Revision 13	Replaces: 11/21/2018	Effective: 12/2/2019

1. **Purpose**

   To provide a chemical hygiene plan for the employees of the New York State Food Laboratory.

2. **Scope**

   This SOP shall be used by NYS Department of Agriculture & Markets Food Laboratory personnel.

TB-SAF001; Orig, 8/31/2016

HAZARD ASSESSMENT & PERSONAL PROTECTVE EQUIPMENT (PPE) SELECTION WORK SHEET

Division/Workplace Evaluated	Location
Food Laboratory	Building 6

Job Function/task	Closed Toed Shoes Ankles Covered	Safety/Steel Toe Shoes	Safety Glasses	Chemical Splash Goggles	Face Shield	Apron/Lab Coat	Water Resistant Lab Coat	Gloves *	Respirator *	Hard Hat	Hearing Protection *	Other (see below)
Hazardous Waste consolidation	R		R	R				R	R			Tyvek suit
Working with hazardous chemicals	R		R			R		R				
Working with Liquid Nitrogen	R				R	R		R				Insulated gloves
Acid Washing	R		R			R		R				Acid Resistant Gloves
Operating the Cyrogrinder	R		R		G	R		R				Insulated gloves
Acid Digestion	R		R			R		R				Acid Resistant Gloves

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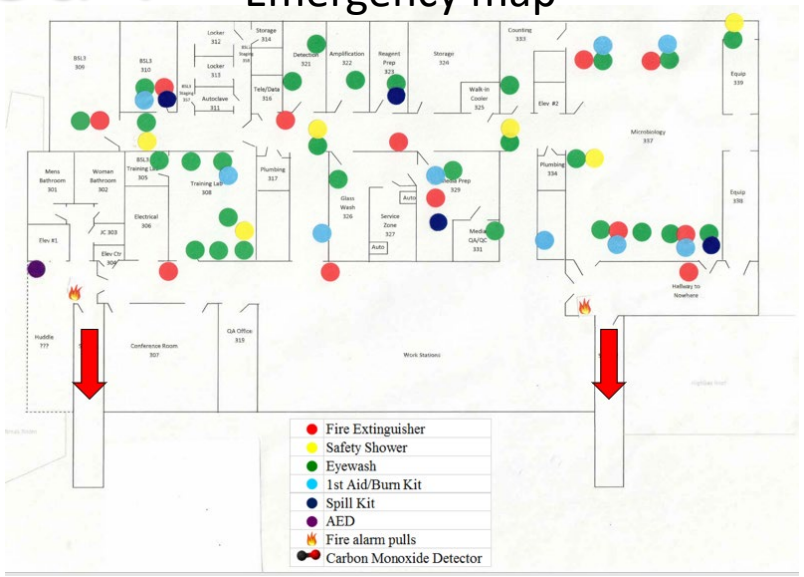
How Safety is maintained ?

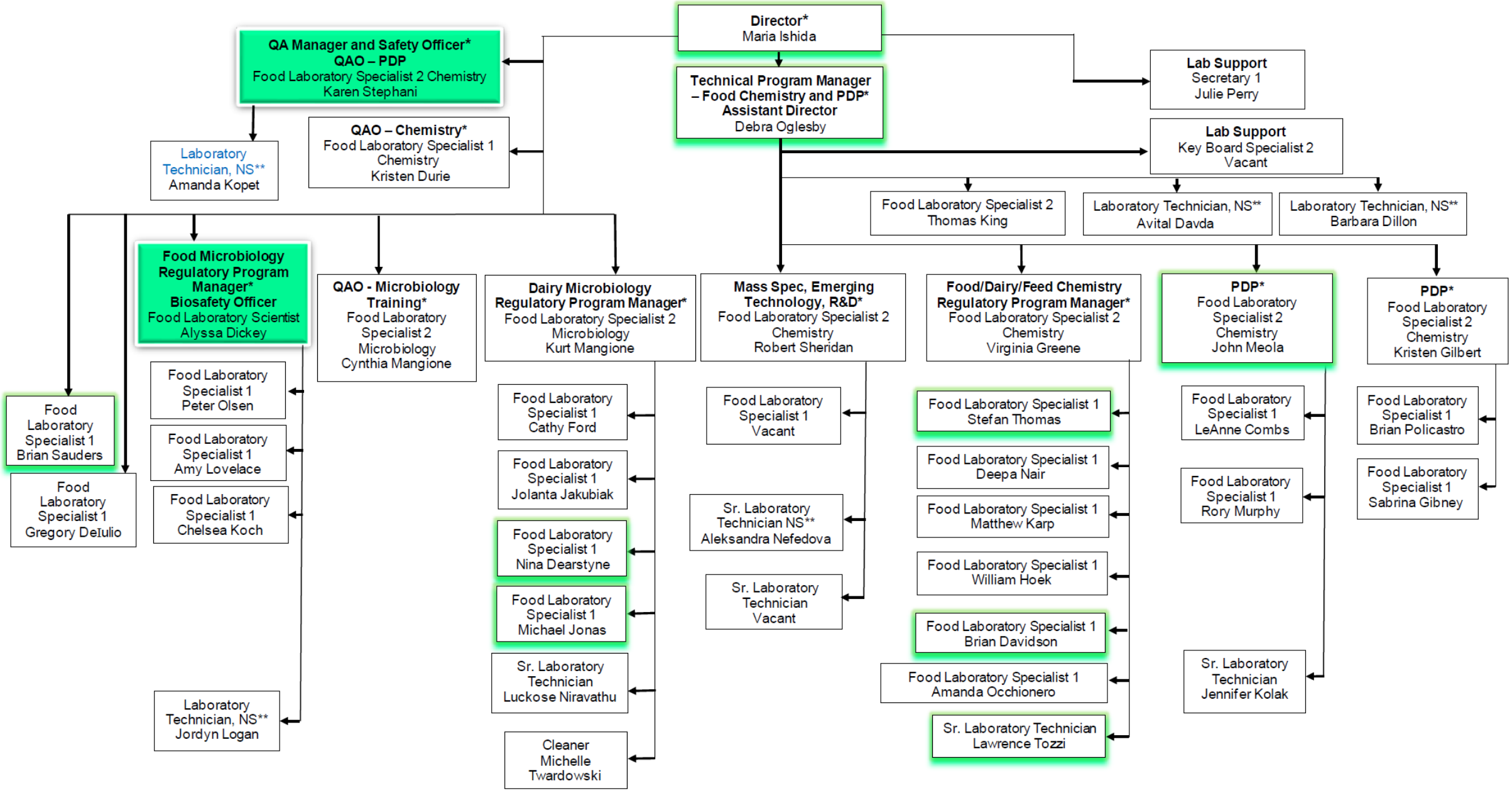
- Good communication
  - Bimonthly meeting Safety Committee
  - Technical huddle meetings
  - Senior staff meeting
- Teamwork (risk assessment evaluation, safety equipment checks, etc.)
- Monthly safety audits
- Annual mandatory ‘Right to Know’ workshop
- Trainings
- Creativity and Innovation
  - Create our own emergency maps
  - Walkie talkie for building evacuations
  - Acquisition Procedures written for Safety equipment such as prescription safety glasses

Emergency map



New York State Department of Agriculture and Markets
Food Laboratory
Bldg 6, State Office Building Campus
Albany, NY 12206

Organizational Chart



2019 Laboratory Update (Safety)

NEW YORK STATE OF OPPORTUNITY. | Agriculture and Markets

1st Annual
NYS Food Laboratory Update
Location: Hilton Garden Inn (Troy)

Wednesday, October 2, 2019

Room: Roebling Library

Moderator: Nina Dearstyne

8:00 a.m.	**Welcome Address -** *Maria Ishida, Debbie Oglesby and Jen Trodden* **Ice Breakers and Attendance Awards**
8:30 a.m.	**Right to Know Meeting –** *Alyssa Dickey and John Meola (90 min)*
10:00 a.m.	**Break (EAP)**

Quality and Safety Crossover

FR-MGT005, Original, 02/06/19 KJD Date 04/10/20

New York State
Department of Agriculture and Markets
Food Laboratory

Management Review Meeting
Safety Section Summary

Summary prepared by: John Meola/Alyssa Dickey

Summary presented by: John Meola/Alyssa Dickey

Summarize the following activities since last management review meeting:

New York State Department of Agriculture & Markets
Food Laboratory Division

SOP No: GP-5-03		Page 15 of 15
Title: Chemical Hygiene Plan		
Revision 13	Replaces: 11/21/2018	Effective: 12/2/2019

Revision History

Revision 13 November 2019

- 5.3.5 added info on snorkel hoods
- 5.3.18 added reference
- 5.3.20 section added

New text in purple

Revision 12 November 2018

- Added several pertinent references
- 5.3.5 changed 'toxic' to 'hazardous'
- 5.3.12 section added to include policy on ID badges and lab coats
- 5.3.14 removed statement about cleaning schedule. Janitor closets have posted lists of tasks and reminders they should be aware of
- 5.4.2 updated link to new in-house spill kit instructions

New York State Department of Agriculture & Markets
Food Laboratory Division
Microbiological Data Program

SOP No: NYS MICRO-MTH-317		Page 2 of 9
Title: Real-time PCR Detection of Shiga-toxin Producing *Escherichia coli* (STEC) on the ABI 7500 Fast		
Revision: 4	Replaces: 4/5/18	Effective: 5/6/2020

- TB-MIC018 ABI 7500 Fast STEC PCR Master Mix Preparation table
- TB-MIC019 ABI 7500 Fast STEC PCR P/P/I/R Mix Preparation table
- FR-MED065 ABI STEC PCR P/P/I/R Mix Batch Record
- NYS SOP GP-5-18 Laboratory Equipment

5. Safety

E. coli O157:H7 and non-O157 STECs are known to cause human illness. Follow laboratory safety procedures at all times according to the New York State Food Laboratory Biosafety Manual (NYS SOP GP-5-04) and Chemical Hygiene Plan (NYS SOP GP-5-03).

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COVID-19

- Chain of command (policies and communications)
- AGM follows NY Department of Health recommendations
- Daily health check before reporting to work
- Daily enhanced lab space cleaning

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FACE-COVERINGS

Employees **MUST** wear such face-coverings when they are:

- within six feet of distance from other individuals;
- in a situation or setting where they are unable to maintain six feet of distance from other individuals;
- in public areas such as hallways, kitchens, breakrooms, elevators, restrooms, etc.

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Some stories from the lab…

Potential raw milk contaminated with Brucella

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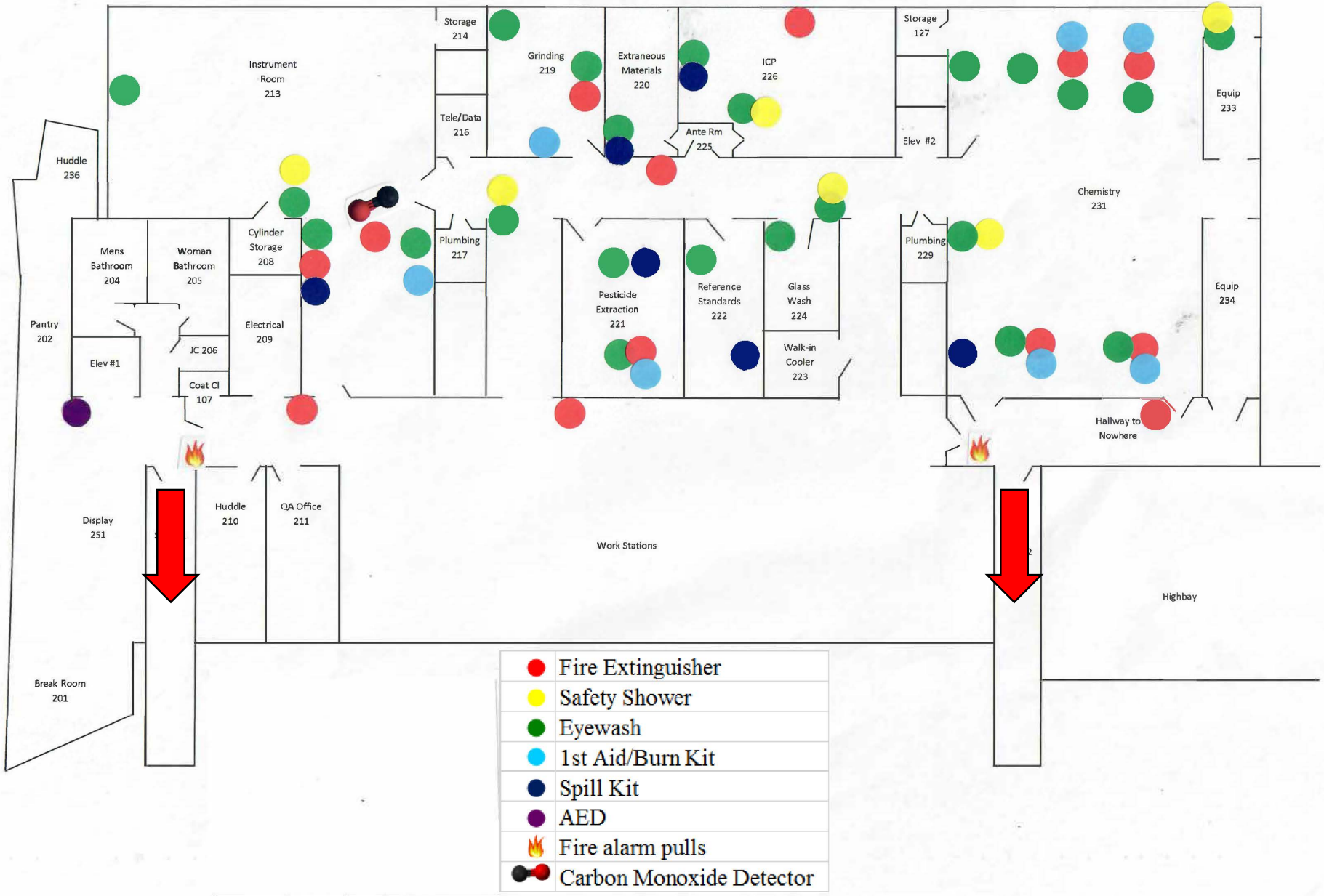
WHEEL OF ROOT CAUSE

- Becoming accredited
- Trying to figure out Root Cause Analysis
  - Screening for 200+ pesticides at once and one is out. Now what?
  - Day before a holiday – most staff out, refrigerators not locked. Now what?

FIRE!!

Micro: Why is everyone in Chemistry leaving?

Emergency Evacuation Map & Equipment Locations – 2nd Floor



The weather inside is frightful!

How it started….

The weather inside is frightful!

How it was going….

How it is going now….

Thank You!

Contact information:

Lab Director: Maria Ishida (Maria.Ishida@agriculture.ny.gov)
Microbiology QAO: Cynthia Mangione (Cynthia.Mangione@agriculture.ny.gov)

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