

Georgia Public Health Laboratory

L-SIP 2023

LeAnne Burns

Laboratory Quality Improvement Manager

Valentina Onwumelu

APHL/CDC L-SIP Fellow

Timbreah Henderson

Laboratory Quality Improvement Consultant

June Quality Improvement Forum / June 29th, 2023

Acknowledgements

- Bertina Su - Association of Public Health Laboratories (APHL)
- Facilitators
 - Mark Glazier - Indiana Department of Health
 - Matthew Johnson - Kentucky Department for Public Health
 - Kathryn Wangsness - Arizona Department of Health Services
- Georgia Public Health Laboratory (GPHL) Volunteers

What is an L-SIP Assessment?

- The Laboratory System Improvement Program (L-SIP) Assessment is guided process of performance evaluation to discuss how the system meets or misses the “gold standard” defined as the 10 Essential Health Services.
- From this meeting, system improvements are made, and higher quality health services are provided to the citizens of Georgia.

Planning the L-SIP Assessment

- GPHL Laboratory System Improvement Program (L-SIP) Organizers
 - LeAnne Burns
 - Timbreah Henderson
 - Valentina Onwumelu
- Additional Assistance
 - Indiana Department of Health
 - GPHL Deputy Director
 - Georgia Department of Public Health (DPH) Communications
 - Laboratory section Deputy Directors and Managers

LSIP Event Details

- **When:** Thursday March 9th, 2023, 8:00 AM to 4:30 PM
- **Where:** Richardson Health Center at 45 Winn Way, Suite 398: Decatur, GA 30030
- **Accommodations:** Residence Inn by Marriott (0.6 miles from assessment location)
- Additional Details
 - Free event space
 - Free parking
 - Breakfast, snacks and boxed lunches catered/delivered by Panera Bread
 - Bottled water, meeting supplies purchased from Staples

Invites and Attendance

Constant Contact Invitations Sent	118
Registrants	48
Attendees:	45
• Lab Partners	34
• Facilitators & Louisiana Shadow	4
• Theme takers	6
• GPHL Float Support	1

Breakout Session Themes

Strengths and Successes:

1. Collaboration: Efficient collaboration takes place amongst partners and there is an established response network in place that works well.
2. Newborn Screening Program: The Newborn Screening program effectively partners with the community by obtaining feedback through advisory council meetings and agency partnerships such as March of Dimes.
3. Courier System: The new state courier system implemented in 2022, has decreased turnaround time and specimen rejection rates.
4. Ethics: The state system works ethically and promotes equal opportunity for contractors to access partnerships.

Breakout Session Themes

Areas for Improvement

1. Communication: Centralize a formal system to document and access information and updates.
2. Workforce: Increase recruitment and retention efforts. Bridge the gap in knowledge transfer between employees and partners.
3. Strategic Planning: Form a committee to seek out more resources supporting maintenance of existing infrastructure, staff recruitment, and innovation initiatives.
4. Quality Feedback: Create a mechanism to obtain input from partners and KPI's to improve the system.

Lessons Learned

1. Resources: Take advantage of the resources offered by APHL for L-SIP planning. The tools provided were invaluable including having an APHL/CDC L-SIP fellow to work with on planning this event.
2. Attendees/partners: Start planning early to identify partners to invite. Feedback received from attendees on other sectors to include in the next assessment.
3. Invitations: Send a reminder invitation to attendees within a week of the event.
4. Facility: Depending on the state, identifying a free/affordable host facility may take time. Plan early to look for an event location.
5. Volunteers: Identify potential theme takers and facilitators early and have backups in mind in case of scheduling conflicts.

What's Next?

1. Continue quality initiatives that overlap with action items.
2. Prioritize remaining action items.
3. Form committees as needed.
4. Document root causes of any issues or complaints received and monitor improvement plans.
5. Host a reassessment in five to seven years.

Questions???

LeAnne Burns

Laboratory Quality Improvement Manager

Leanne.burns@dph.ga.gov