



# Let's Talk Process! Identifying and Communicating Best Practice Ideas Across Multiple Lab Sites to Standardize Compliance and Policies While Creating a Shared Culture

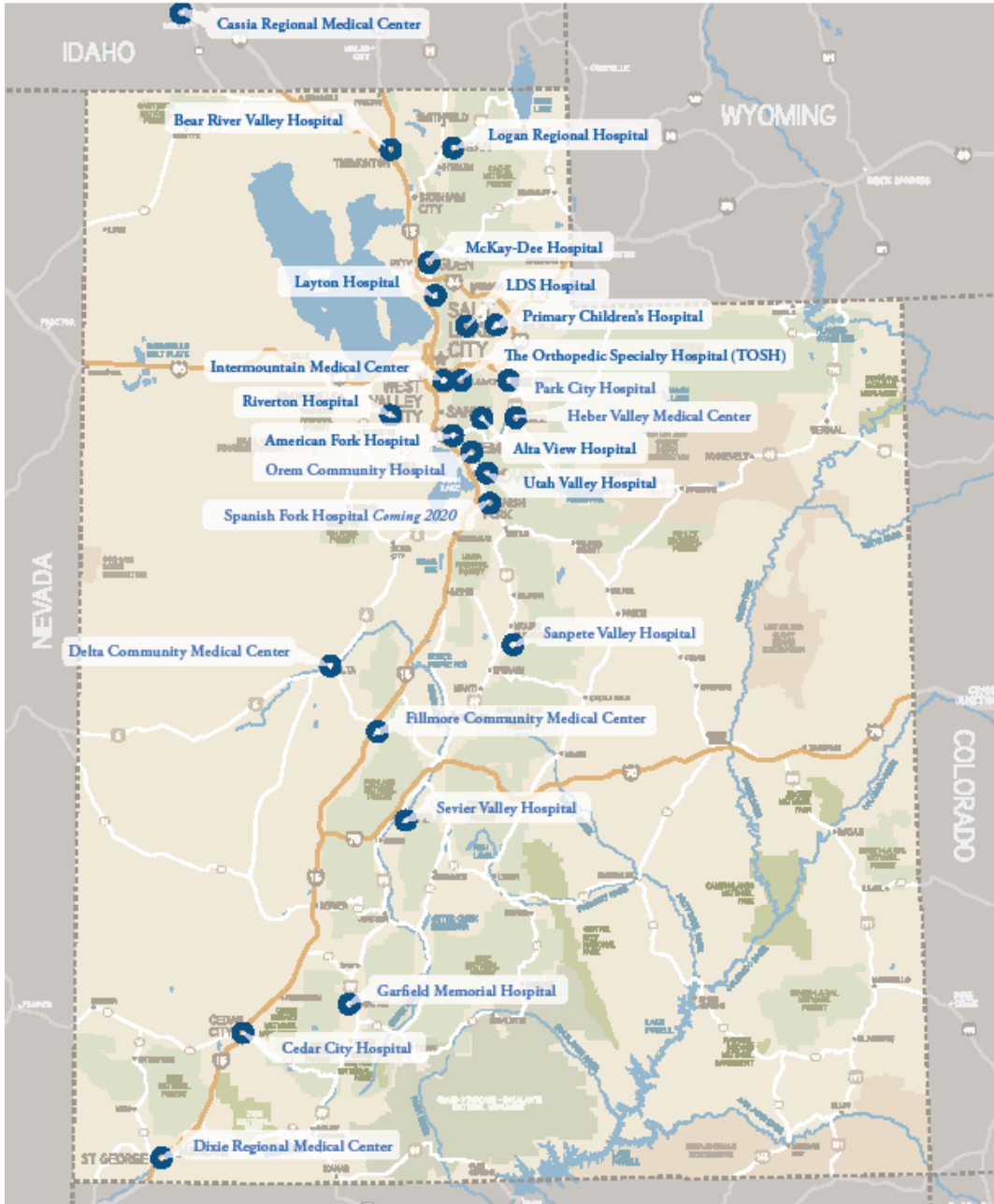
Lab Quality Confab  
October 15<sup>th</sup>

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# What is Intermountain Healthcare?



## INTERMOUNTAIN'S HOSPITAL SYSTEM



24 individual hospitals, covering all of Utah and SE Idaho



Layton Hospital



Dixie Regional Medical Center

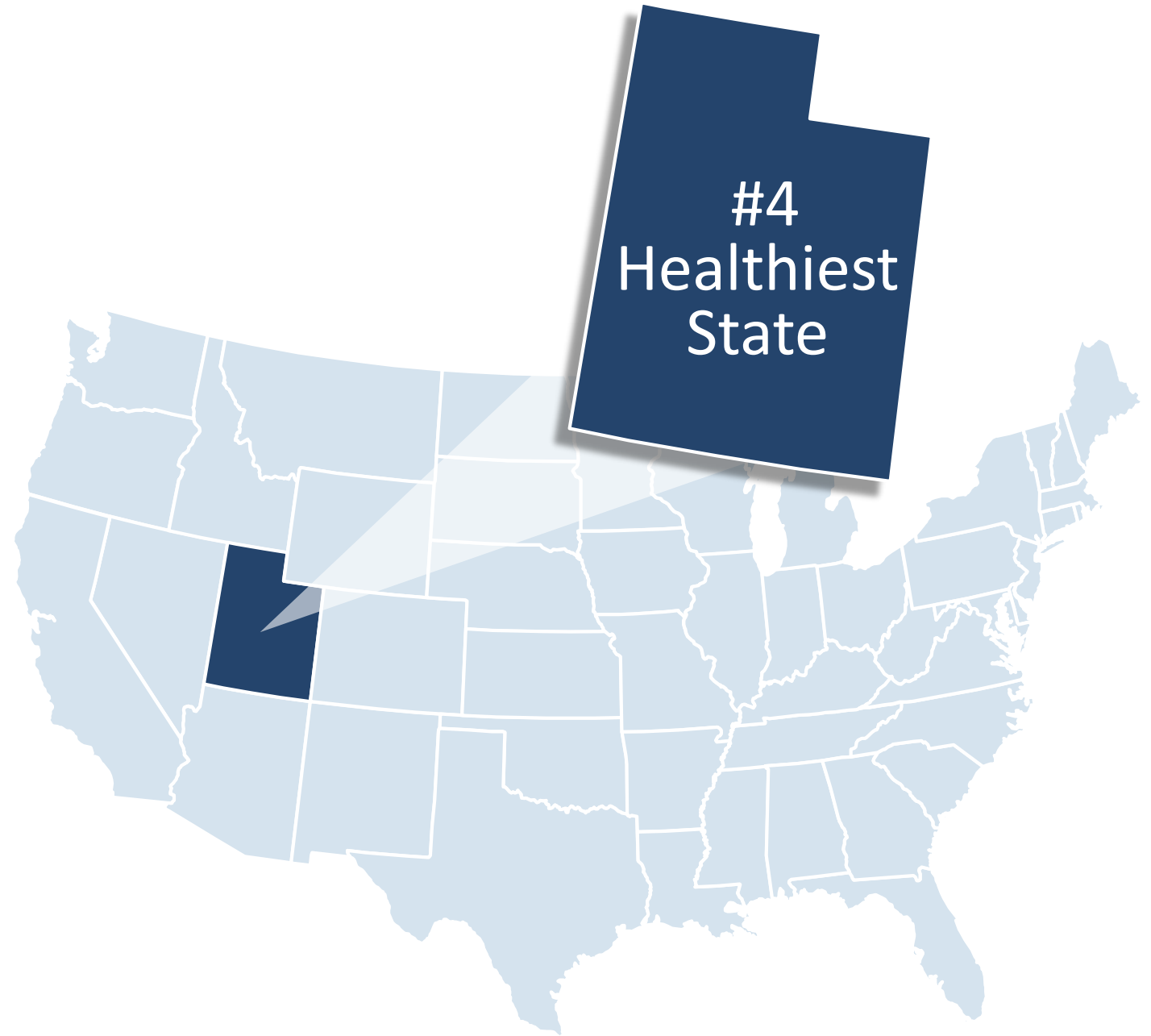


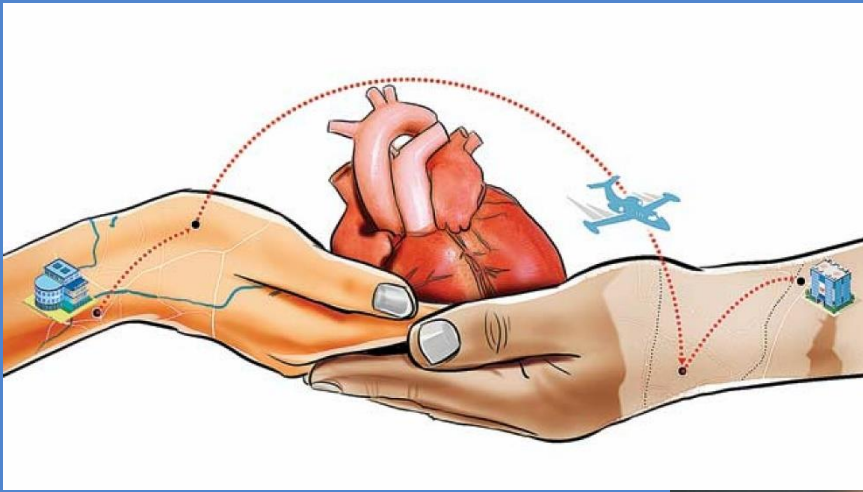
Spanish Fork Hospital

Better Access For Growing Communities  
Bed sizes from 15-500  
Rural to Core Laboratories

# Healthy and Literate Population

- Youngest population, 31% are under the age of 18
- Among highest birth rates
- Second lowest death rate
- Highest % people with college education
- More than 9 million acres of National forest





Transplants  
NICU's



Orthopedics



Deliveries  
Genomics



# Intermountain Laboratory Services

- 10 million tests per month
- 1,100 caregivers
- 11 departments
- 211 clinics/urgent care centers
- 8 Practice Councils (Work Groups)

# Practice Councils

11 Discipline specific teams

Team Lead is a specialist in discipline

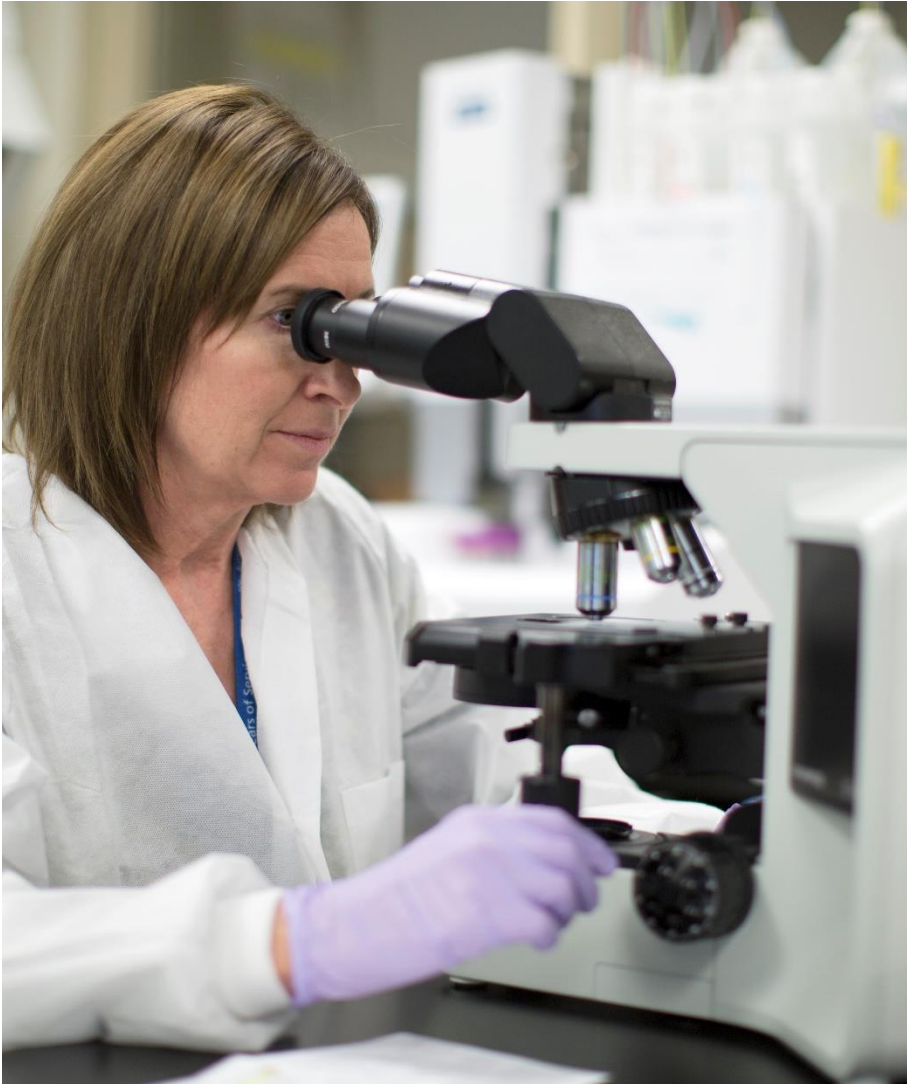
Medical Director, Administrative Director, QA

Representation from all sites



# 5 Individual Pathology Groups





In 1996 Intermountain laboratories were individually managed.

### Laboratories:

- Reported to Hospital Admin
- Wrote their own SOP's
- Decided on their own equipment
- Vendor contracts by facility
- Sporadic participation on practice councils

# Our Standardization Journey



**QA Team**



# Our Standardization Journey

## Step One: Resourcing a Quality Assurance Team

- Report equally to Managers and to Pathology
- Received audit training
- Responsibility for regulatory compliance
- Support all facilities and practice councils

# Quality Assurance Department

24 QA specialists

supporting hospital laboratories

11 Point of Care specialists

supporting hospital nursing staff

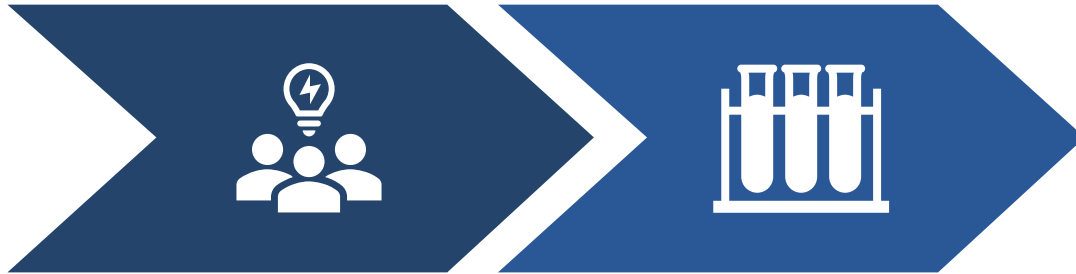
11 Technical Consultants specialists

supporting the clinic MD's and nursing staff

10 Educator specialists

supporting entire lab system

# Our Standardization Journey



**QA Team**

**Instrumentation**

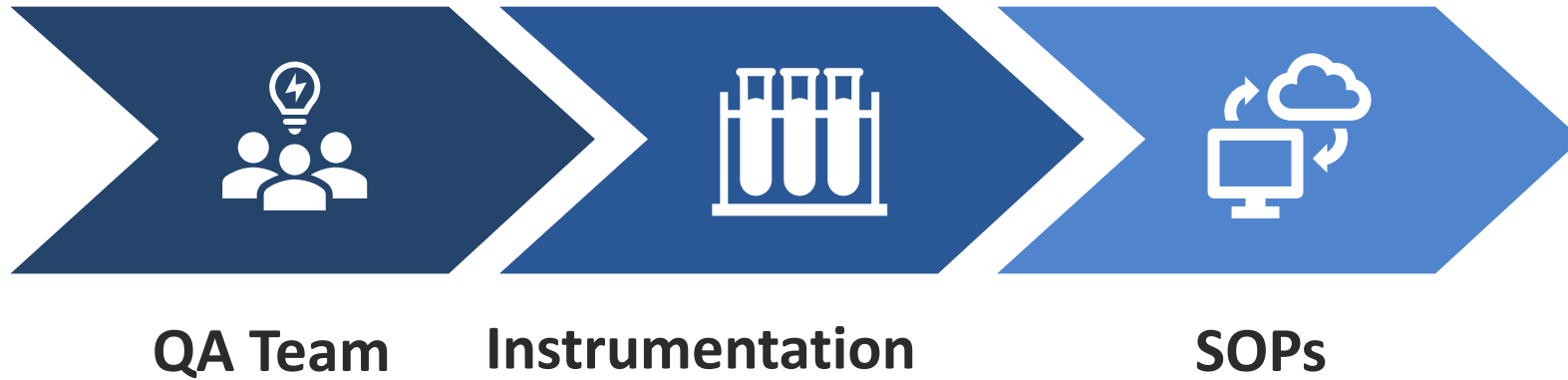


# Our Standardization Journey

## Step Two: Standardize Instrumentation

- Selected vendors that could provide instruments for the smallest to the largest facility
- Consolidated vendor contracts
- Standardized QC materials

# Our Standardization Journey



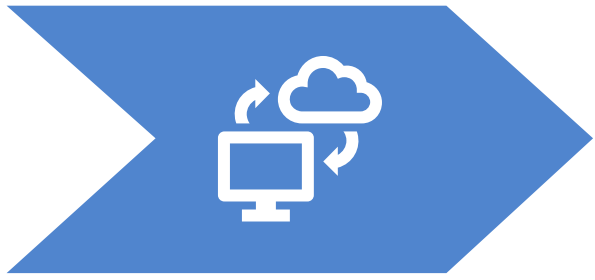




# Our Standardization Journey

## Step Three: Standardize SOPs

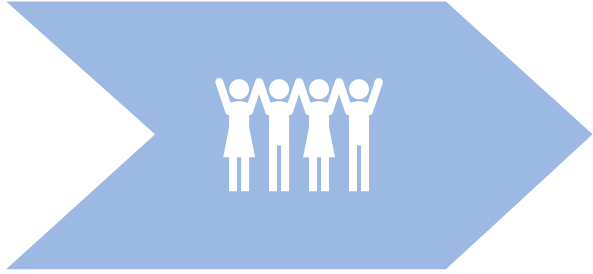
- Identified format and introduced to practice councils
- QA took responsibility to edit and assist
- Consensus building
- Wrote and re-wrote and re-wrote again



# Our Standardization Journey

## Step Three: Standardize SOPs

- Standard instrumentation SOPs were written in practice councils
- Developed document control with electronic signatures
- SOPs were made available electronically throughout the corporation

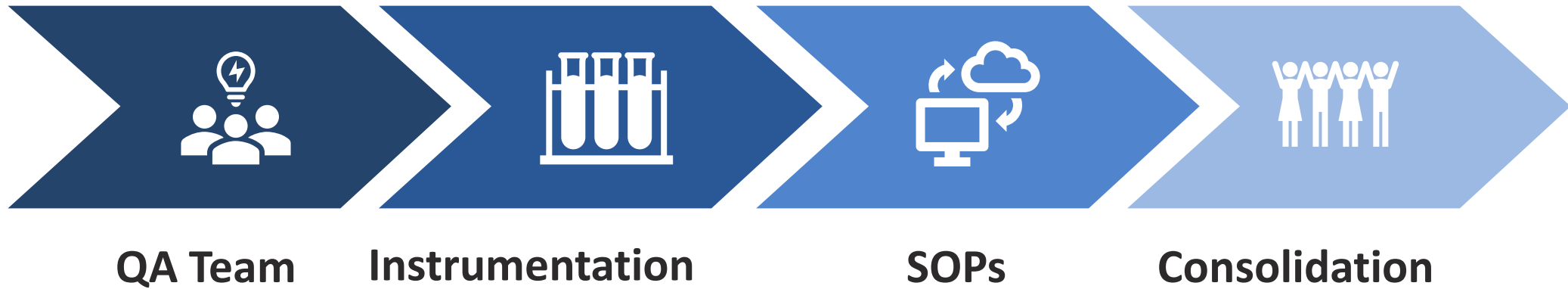


# Our Standardization Journey

## Step Four: Consolidation

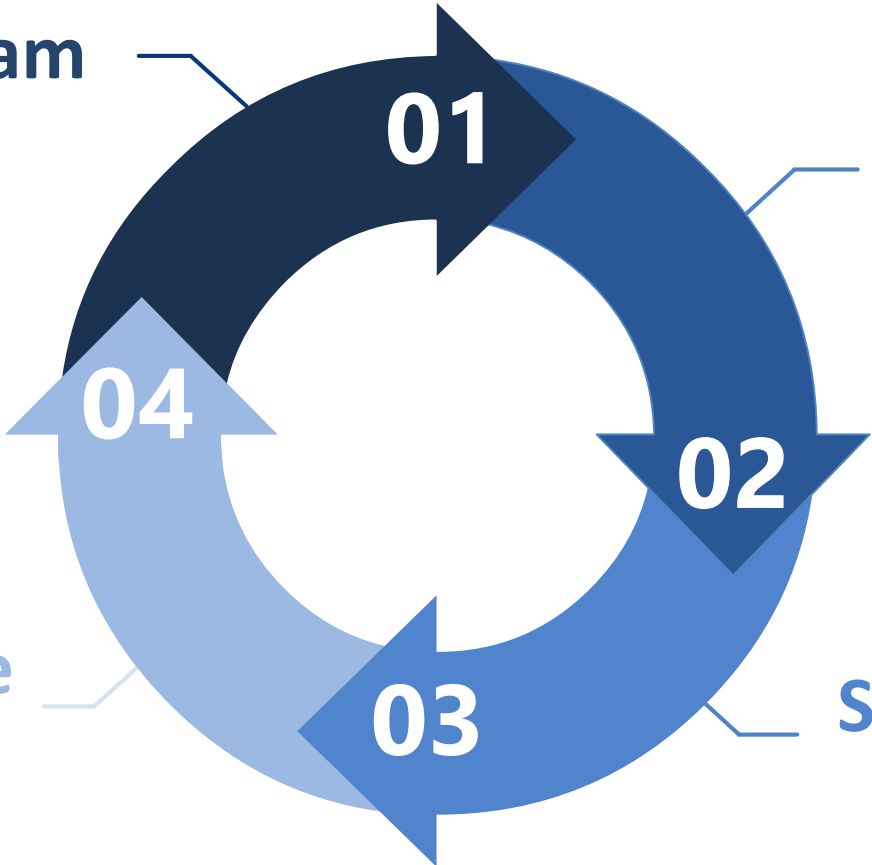
- 2018 Laboratory Shared Services was created
- All labs report to Executive Director
- Standardized scheduling
- Standardized management structure
- Developed a “Need to Know” communication

# Our Standardization Journey

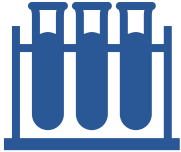


# Our Standardization Journey

Developed QA Team



Standardized Instrumentation



Consolidate



Standardized SOPs



QUESTIONS?

