

November 18, 2009

TO: APHL

SUBJECT: Performance action plan for WPHL L-SIP assessment results.

PHL System issue #1

- a. Communication between partners:
 - 1). Communication among partners is inadequate (ES #3, #5)
 - 2). PHL does not inform and promote services (ES #3)
 - 3). Some partners, e.g., Family Planning, are left out of the network and do not receive necessary feedback to actively participate in solving health problems (ES #4)
 - 4). Education of clients regarding test menus and specimen collection requirements is deficient (ES #8)
- b. Recommendations for Action plan
 - 1). Sent out quarterly newsletter
 - 2). Include new information on website
 - 3). Send out new information via multiple sources: HAN, e-mail, epi newsletter, agency director bulletin

PHL System issue #2

- a. Result reporting and test information:
 - 1). Written laboratory results are slow in coming from the SPH Laboratory (ES #2)
 - 2). Better explanation to clients regarding test menus and specimen collection requirements is deficient (ES #4)
 - 3). There is a lack of collaboration with other labs that do esoteric testing to deal with gaps of resources for toxicology testing (ES #1)
- b. Recommendations for Action plan
 - 1). Evaluate current result turnaround time and examine electronic alternatives.
 - 2). Improve test menu options on SPHL website
 - 3). Survey clients for esoteric testing needs.

PHL System issue #3

- a. Education and training needs:
 - 1). There is a lack of education regarding specimen collection for blood alcohol specimens, especially for coroners (ES #1)
 - 2). inadequate training of partners who deal with the handling and delivery of specimens to the State Public Health Laboratory (ES #2)
 - 3). There is a lack of bioterrorism training of local agencies and a lack of agency coordination, especially with the federal agencies (ES #5)
- b. Recommendations for Action plan
 - 1). Review of current training system and determine which partners are in need of training.
 - 2). Review methods for training with limited resources i.e. webinars, on-line training, CDs.

PHL System issue #4

- a. Improvement of partner participation in system:
 - 1). Testing is not coordinated within the system which leads to duplication of effort and competition for funds (ES #4)
 - 2). The Laboratory System does not encourage adequate participation of physicians and state/local groups (ES #5)
 - 3). Collaboration with partners in the conduct of investigations and the dissemination of findings needs improvement (ES #10)
- b. Recommendations for Action plan
 - 1). Consult with other health agency programs to determine best practices for including partners in decision making.
 - 2). Provide more information regarding on-going investigations of laboratory testing and improve feedback on results

PHL System issue #5

- a. Addressing gaps in needed testing:
 - 1). There is a lack of coordination between system partners regarding testing needs, which leads to duplication of effort and competition for funds (ES #4)

- 2). There are gaps in the SPH Laboratory System in the tests that are offered; e.g. testing for herpes, PAP smears, blood lead levels, and food testing is not readily accessible (ES #7)
 - 3). There is not a system in place to evaluate test menus and gaps in the Laboratory System (ES #9)
- b. Recommendations for Action plan
 - 1). Conduct a needs assessment of testing that is offered and testing that is needed but not offered.
 - 2). Convene a group of affected partners to determine how gaps in testing can be addressed.

PHL System issue #6

- a. Surge capacity needs
 - 1). There are surge capacity problems involving the State Public Health Laboratory when major outbreaks occur, e.g. H1N1 influenza outbreak (ES #2)
 - 2). There is a lack of collaboration with other labs that do esoteric testing to deal with gaps of resources for toxicology testing (ES #1)
- b. Recommendations for Action plan
 - 1). Explore funding options to increase capacity.
 - 2). Develop regional resources which can exchange services.

Sincerely



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