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. PHLS 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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