

Connection

A Newsletter of CCH Laboratory Services

December 2017

The true joy of the holiday season is in the love shared with those that mean the most to you. May the wonder of the holidays refresh your spirit and bestow upon you renewed inspiration for the promise of what lies ahead.

~ Happy Holidays

The spirit of the holiday season is magical. It provides an opportunity to count our blessings, cherish all that we hold dear and create an invigorating sense of renewal for our passions and goals. As health care professionals, we are united in the common aim of improving the health of our communities. Our combined efforts continue to positively influence the patient experience while providing enhanced value. We recognize that it is this partnership that helps us achieve our shared objectives and we are thankful for the opportunities.

From the teams within CentraCare Health Laboratories, we extend our hopes that your holidays and year ahead fulfil the promises of love, joy and prosperity as you share your lives with family, friends, colleagues and those we serve. Know that we count you among our many blessings.



CENTRACARE Health

Laboratory Information Systems (LIS) updates

By: Kristi Enerson, CCLS Laboratory Technical Coordinator

CentraCare Health, Carris Health and Community Connect laboratory sites will be transitioning to Epic Beaker and Medware HCLL for their laboratory information systems on Nov. 1, 2018. Beaker is a laboratory information system that integrates placing orders, collecting and tracking specimens, testing and reporting results. Medware HCLL is the blood bank software that will complement the Beaker system for all transfusion service needs. This will be a substantial change not only for laboratories, but also for anyone who collects and sends specimens to the laboratory for testing. The integrated LIS will complement our Triple Aim Plus People strategic initiatives in the following ways:

EXPERIENCE — ENHANCE THE PATIENT EXPERIENCE

- Continuity of care
- Enhance integration with MyChart
- Improve Advance Beneficiary Notice functionality to reduce out-of-pocket payments for the patient
- Enhance communication that will reduce delays in care, including enhanced significant result notification functionality

HEALTH — IMPROVE THE HEALTH OF THE COMMUNITY

- Enhance marketability of CCH Epic to other potential health care affiliations
- Improve sharing of patient data related to transfusion medicine and blood supply inventories Increase discrete data available for population health

VALUE — REDUCE THE COST OF CARE

- Improve appropriate laboratory testing
- Improve compliance with correct order selection for the appropriate lab location
- Improve Advance Beneficiary Notice functionality
- Eliminate need for interfaces which reduces maintenance and labor costs
- Enhance reporting which tracks patient outcomes, lab usage reports and operational statistics which are not available today

PEOPLE — THE FOUNDATION

- Reduce multiple platforms currently used
- Easier to learn for lab staff which will enhance the staff experience
- Provide tools for all people who interact with lab results to complete their jobs effectively

Currently, both information systems teams, laboratory staff and other stakeholders are heavily involved in the build and validation process.

CentraCare Health laboratories adds a new leader



Welcome to Amy Oftedahl, Medical Laboratory Scientist, who recently added Laboratory Manager to her resume. Amy has worked in the laboratory for over 20 years as a Medical Laboratory Technologist (MLT) generalist in both clinic and hospital settings. As a clinic MLT, she also was a certified X-ray operator. She previously worked at CentraCare Health – Melrose before returning to school to obtain her Bachelor's degree in Medical Laboratory Science from the University of North Dakota. Amy lives in the Eagle Bend community where she and her husband have raised three wonderful sons. She is excited to take on this new challenge as her first leadership position, as she balances her time between both CentraCare Health – Melrose and Sauk Centre laboratories.

CENTRACARE Health
Melrose

CENTRACARE Health
Sauk Centre

St. Cloud Pathologists, PA, expands team and services to CentraCare Health



Please join us in welcoming **Carolyn Rysgaard, MD**, to St. Cloud Pathologists, PA. Dr. Rysgaard is a Minnesota native who attended the University of Minnesota for undergraduate and medical school. She completed Pathology residency and fellowships in Surgical Pathology and Cytopathology at the University of Iowa. Dr. Rysgaard joined St. Cloud Pathologists in July 2017 and is happy to be back in Minnesota!

Marc Dvoracek, MD, corporate president of St. Cloud Pathologists, PA, grew up in a military family and eventually settled in Brookings, S.D. He attended Brookings High School and South Dakota State University before attending medical school at University of South Dakota. He completed his pathology residency and fellowship at the University of Iowa. He lives in St. Cloud with his wife and six daughters. Dr. Dvoracek will serve as medical director for CentraCare Health – Paynesville laboratory beginning Feb. 1, 2018.



Department chair, Matthew Zieske, MD, grew up in New London, Minn. After receiving a Bachelor of Arts degree in chemistry from Dordt College, he worked as a coatings chemist for a year. He then attended medical school at the University of Iowa before completing a pathology residency and fellowships in surgical pathology and cytopathology also at the University of Iowa. He joined St. Cloud Pathologists in 2010 and lives in Sartell with his wife and four children.

Department vice-chair, Brian Kay, MD, was raised in rural Iowa. After graduating with 79 others from Clarion High School, he attended the University of Iowa where he met his wife of 37 years. He completed a pathology residency and surgical pathology fellowship at the Mayo Clinic. He has been with the St. Cloud Pathology group for over 21 years. He likes long walks on the beach and puppies, and lists mean people among his greatest pet peeves! Dr. Kay assumed medical director responsibilities for St. Cloud Medical Group laboratories Dec. 1.



Joel Miron, MD, grew up in Brookings, S.D. He attended Brookings High School and Luther College and worked as a cytotechnologist for five years before attending medical school at the University of South Dakota. He completed his pathology residency and fellowship at the University of Iowa. He enjoys board games, but spends most of his time chatting with his wife, Aimee, about theater. Dr. Miron assumed medical director responsibilities for CentraCare Health – Long Prairie and Sauk Centre laboratories Dec. 1 and will add CentraCare Health – Monticello on Jan. 1, 2018 followed by CentraCare Health – Melrose on Feb. 1, 2018.

Brad Curtis, MD, originally is from Rockford, Ill. He did both his undergraduate and medical training at the University of Illinois. He completed his residency program in pathology at the University of Wisconsin-Madison. He has been a part of St. Cloud Pathologists since July 2000 and lives in Sartell, MN, with his wife and four children. Dr. Curtis serves as medical director for the CentraCare Laboratory Services network.



CCH courier service update

By: Clint Wenger, CCH Logistics

For those using the CentraCare Health courier service, you may have noticed a few changes. During the past couple of years, we have contracted with a 3rd party — Quicksilver — to provide most of these services. Recently we completed a transition to manage the courier service out of the St. Cloud Hospital Distribution Center (Logistics Department).

Why did we pursue this change? While Quicksilver was a dedicated and trusted partner, this project was an opportunity to contain costs while providing an increased level of service to CentraCare entities and their respective clients.

An exciting change to our service will be the installation of advanced technology in our vehicles, allowing us to provide real time tracking and route status updates.

Our primary goals are safety and service. We always want our drivers to operate with a “Safety First” mindset. We encourage our drivers to be free of distractions, operate with courtesy, and to never rush (rushing is a primary cause of injuries and accidents).

Service is a key pillar to our success. The CentraCare laboratory network is one of our key customers. We strive to do everything possible to serve this team in the best way. There will be times when we can’t accommodate a request as we balance cost, risk and schedule continuity. Feedback is a key element in our continuous improvement plan, which supports our service pillar. We look forward to collaborating with CentraCare Health Laboratory Services. Non-urgent items and feedback can be sent to cchlogistics@centracare.com.



Thiopurine testing — what should I order and when?

By: Jess Hom, Specimen Referral Center Co-Lead

Thiopurine drugs are used in the treatment of inflammatory bowel disease (IBD). Mayo Medical Laboratory has two options for testing prior to starting thiopurine therapy:

- Genotyping Assay: TPNUV [LAB0234837, SQ: TPNUV] An assay that identifies TPMT and NUDT15 variants.
- Activity Assay: TPMT3 [LAB0212894, SQ: MTMT] A profile that measures three substrates/metabolic products of thiopurine methyltransferase activity. Includes an interpretation of metabolizing status. Does not identify NUDT15 variants.

TPMT variants are found primarily in Caucasian populations, with 0.3 % having undetectable/deficient TPMT activity, 11% low/intermediate activity, and 89% having normal activity.

NUDT15 variants, which can also affect TPMT metabolism, are more common in other ethnic groups. NUDT deficiency is most common in East Asians (22.6%), South Asians (13.6%) and Native Americans (12.5-21.2%). Prior to the discovery of NUDT15 variants, TPMT activity testing would

have missed the poor/intermediate metabolizers of TPMT from the ethnic groups listed above.

While current literature doesn’t demonstrate one of the assays to be superior to the other, Mayo recommends the genotyping assay due to the inclusion of the NUDT15 variant testing.

After initiating therapy, metabolic monitoring is necessary, and should be done at four weeks post initiation, 12-16 weeks post, and then annually.

- Metabolite Monitoring: FPMET [LAB0277665, SQ: PTMT] It should be noted that this assay is not useful if the patient has a NUDT15 variant.

Individuals who have variants in both TPMT and NUDT15 are at a significantly higher risk of developing thiopurine toxicity than individuals without either variant. For these patients, it is recommended that the provider consider alternative medications.



Exploring the value of healthcare team engagement

By: Kim Hintermeister, Clinical Laboratory Scientist and Engagement Ambassador

During the winter of 2014-15, I was asked by the leadership team of CentraCare Laboratory Services to oversee the post-Gallup Survey follow-up — and with that came a semblance of license to involve staff in such discussions as to promote deeper engagement. While everyone has their own ideas about such things, I began by putting together a couple of presentations which I believed would be a good start in establishing a stronger culture of engagement, or if nothing else, breathe new life into the same.

I shared an example of spectacular customer service using ideas from a book called *The Fred Factor*, and I administered a personality inventory using the terminology of Smalley & Trent (*The Two Sides of Love*). These two headliners had, and have, great potential to create in the heart of the listener a satisfying view of change... positive change that gets people out of their own chiseled self-interests (a nagging, natural phenomenon) and into a world where other people — people you work with — matter, and matter a lot. My Christian framework just likes to call that Loving One Another.

Ultimately, change is hard to see. It's hard to find, and it's hard to measure with surveys in a workplace because people are bent towards the things that perhaps are greater obstacles to their day-to-day happiness. You know, work stuff. Many just want to get done, get home, leaving work at work. I would suggest that Gallup's Q10 question is valid: Do you have a best friend at work? While my emphasis isn't on a Best Friend Network, the concept of increased productivity shown by such a concept is well proven from corporation to corporation. Gallup found that close work friendships boost employee satisfaction by 50 percent and people with a best friend at work are seven times more likely to engage fully in their work.

Discussions around this topic often filter down to such ideas as camaraderie, which has a lot to say about said value:

- Camaraderie creates a common sense of purpose and the mentality that we are in it together.

- Camaraderie promotes a group loyalty that results in a shared commitment to and discipline toward the work.
- Camaraderie at work can create mutual respect, sense of identity, and admiration to push for hard work and outcomes.

I've thought a lot about why it seems so hard to draw people out of their castle mentalities which keep them from offering themselves into the lives of others. But don't get the idea that I think I have the corner on it — I just observe how far we are as a laboratory community from being engaged in such a way that I, myself, find natural.

I was encouraged to share with the larger laboratory and adjacent healthcare communities some of the recent ambitions I have been a part of which seek to model and enthuse my co-workers into deepening their engagement potential. While I have dabbled in number of activities, I guess my signature effort has been my September hiking trip to the greater Black Hills of South Dakota. I put together a team of eight which leaves on Friday morning at 0700, returns on Monday at 1900, and involves about 25 miles of hiking on the weekend. I've taken 26 people out there and haven't lost anybody. All I can say, and anyone who has gone along will confirm, that spending 84 hours together is nothing short of magical in its power to nurture deepening relationships. My team on the past two trips has included four staff members from the Kidney Dialysis program as well as laboratory professionals outside of my CentraCare circle. This has fostered opportunities for other healthcare partners to share in this camaraderie.

I have found out that it isn't easy to find a group eager to keep up with this old man. But what I have sought to communicate is this: I am simply modeling a behavior of engagement doing what I like to do. I encourage you to do the same thing, doing what you like to do, at the level you like to do it, but consider doing it with people you work with. It is a grand plan!

St. Cloud Medical Group — a service of CentraCare Clinic

By: Solveig Krafnick, SCMG Client Liaison and Patty Leyk, Laboratory Supervisor

When Dr. Philip Halenbeck established St. Cloud Medical Group (SCMG) in 1928 he understood how to build a meaningful practice for his staff and his patients. He took care to nurture his staff and routinely showed them his appreciation through acts of gratitude. He lived the daily example of how he wished them to treat their patients — a model for giving extraordinary care. Since 1928, SCMG has been a multi-specialty clinic, providing patients with access to primary as well as specialty providers.

In September 2017, St. Cloud Medical Group integrated with CentraCare Health (CCH). CCH and SCMG had a rich 88 year history of working together to care for people in Central Minnesota, and they shared the same values.

As a service line of CentraCare Clinic, St. Cloud Medical Group employs 54 providers in four locations: St. Cloud Medical Group – Northwest; St. Cloud Medical Group – South; St. Cloud Medical Group – Clearwater; and, St. Cloud Medical Group – Cold Spring. The clinics offer services in Family Medicine, Pediatrics, OB/GYN, Surgery, Occupational Medicine and Express Care.

In the laboratory, the knowledgeable staff is comprised of one Medical Technologist (the laboratory supervisor), one Clinical Laboratory Scientist, 17 Medical Laboratory Technicians, and three Laboratory Assistants. Staff members range in experience from recent graduates to 42 years in the field. Each of the four St. Cloud Medical Group locations has a centralized laboratory on site that performs clinical waived and moderate complexity testing, as well as provider-performed microscopy. Testing not performed on site in the SCMG laboratories are referred to CentraCare Laboratory Services at St. Cloud Hospital.

The St. Cloud Medical Group laboratory team is proud to continue the tradition Dr. Halenbeck modeled in 1928, to provide extraordinary patient care. They are grateful every day for those with whom they are privileged to work and serve.

**ST CLOUD
MEDICAL
GROUP**

a service of CentraCare Clinic



CentraCare Health Laboratories welcomes Patty Leyk, Medical Technologist, to its leadership team as the supervisor for the St. Cloud Medical Group laboratory network. Patty received her Bachelor of Arts degree from the University of Minnesota, Morris and expanded to her Bachelor of Science in Medical Technology from the University of Minnesota, Twin Cities. Patty began her laboratory career at St. Joseph Hospital, HealthEast and a quick stop in the University of Minnesota Hematology laboratory. She joined St. Cloud Medical Group laboratories in 1994 and has served as supervisor since 2014. We are very fortunate to add her expertise to the laboratory system for CentraCare Health.

QUESTIONS AND COMMENTS

If you have questions or comments, please contact **Jeremy Angell**, coordinator, CentraCare Laboratory Services, **320-251-2700, ext. 57248** or cclabser@centracare.com. If you would like to be added or removed from our email distribution list, please let us know.

