



Indiana University Health

CELLULAR THERAPY TEAM MEETING

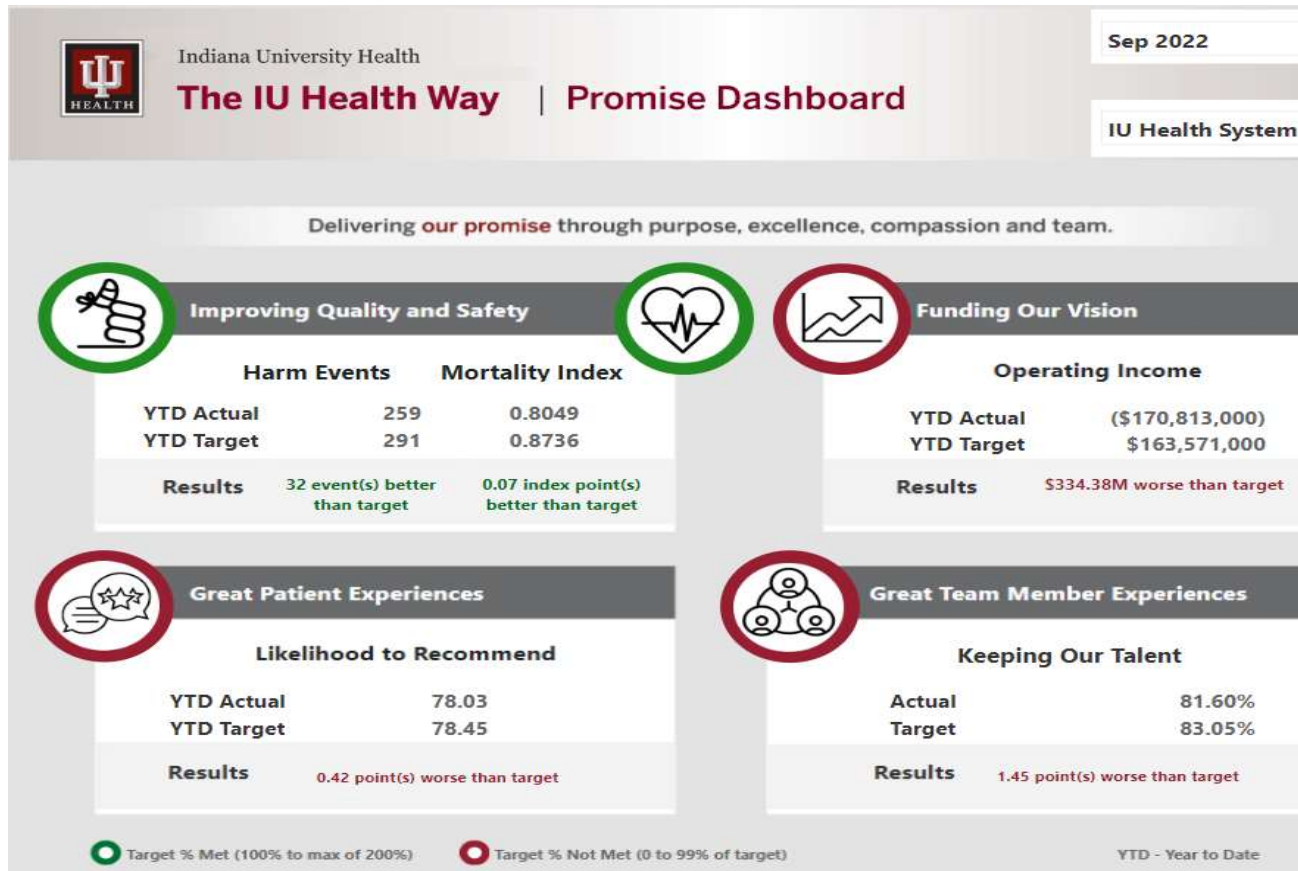
12.15.2022

# CTL METRICS – 2022 YTD

Indianapolis IN 46202		v01.2022		Percent / Number per Indicated Frequency											
Policy Code #	Cellular Therapy Quality Indicator	Threshold	Frequency	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
3.a	Occurrence Investigation: Assigned/Log/Short Term Action	100% Complete	M	100%	100%	100%	100%	100%	100%	100%	100%	100%			
3.b	Occurrence Investigation: Long Term Action Plan	100% Complete	M	100%	100%	100%	100%	100%	100%	100%	100%	100%			
3.c	Occurrence Investigation: CAPA Effectiveness	100% Complete	M	100%	100%	100%	100%	100%	100%	100%	100%	100%			
16	Equipment PM and Function Checks	100% Compliance	M	100%	100%	100%	100%	100%	100%	100%	100%	100%			
22.a	Data Integrity Audits - Electronic Record (June and December)	100% Data Retrieval	SA						100%						
22.b	Data Integrity Audits - Instrument Backup (June and December)	100% Data Retrieval	SA						100%						
7.b	BCP Scenario Drill (April and October)	100% Performed	SA												
7.a	Business Continuity Plan Audit (January and July)	100% Performed	SA	100%						100%					
2	Product Labeling	0 Products	M	0	0	0	0	0	0	0	0	0			
19	CTL Analyzer Quality Control Verification	100% Compliance	M	100%	100%	100%	100%	100%	100%	100%	100%	100%			
13	Specimen Submission, Handling, Referral	≤ 2%	M	0%	0%	0%	0%	0%	0%	0%	0%	0%			
14	Test Systems, Equip, Reagents, Supplies	100% Reviewed	M	100%	100%	100%	100%	100%	100%	100%	100%	100%			
17	Calibration and Calibration Verification	100% Reviewed	M	n/a	n/a	n/a	100%	n/a	n/a	n/a	n/a	n/a			
20	Comparison of Test Results	100% Complete	M	100%	100%	100%	100%	100%	100%	100%	100%	100%			
18.a	Sterility Reporting (January)	100% Compliance	M	100%	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a			
11	Environmental Monitoring	100% Complete	Q			100%			100%			100%			
21	Test Formats (January)	100% Complete	A	100%											
4	Personnel Competency (December)	100% Complete	A												
6	Agreement Audit (July)	100% Complete	A							100%					
Data Submitted by:															
Signature:															
Date:															
Discussion/Corrective Action/Technical Supervisor Comments:															



# IU Health System Promise Dashboard – September 2022



## Quality & Safety

- Harm – 32 fewer. CLABSI is 40%. CAUTI & C. Diff improving
- Mortality – all hospitals except AHC in top 25%

## Great Patient Experience

- Better than 2021 but short of goal
- Focus on *What Matters Most*

## Keeping Our Talent

- Below goal of 83.05% (rolling 12-mo)
- September was low departure

## Funding Our Vision

- OP surgery volume returning.
- IP surgery volume lags.
- Industry labor shortage (nursing).
- Investments in shift incentives, travelers, locums, etc. (\$400 mil)



Indiana University Health

# Lab Promise Dashboard – October 2022

## Goals Included in System Promise Dashboard



**Improving Quality and Safety**  
(Y/E Goal 25.30)

**Blood Product Utilization**  
(Red Blood Cell Units / 1,000 Patient Days)

	MTD Actual	YTD Actual	YTD Target
RBC / 1K Days	27.21	24.19	25.30



**Great Patient Experiences**  
(Y/E Goal 78.59)

**Likelihood to Recommend**

	MTD Actual	YTD Actual	YTD Target
NPS	80.42	79.12	78.59



**Great Team Member Experiences**  
(Y/E Goal 85.00%)

**Overall Team Member Retention**

	YTD Actual	R12 Actual	R12 Target
% Retained	84.74	83.45	85.00



**Funding Our Vision**  
(Y/E Goal \$18K)

**Operating Income (\$100K)**

	MTD Actual	MTD Target	YTD Actual	YTD Target
OI	(1,598)	140	(9,162)	393

(6,162) YTD with Covid Buy removed

(2,067) YTD with Core Budget Correction



**Productivity Metrics**  
(Y/E Goal \$7.95 & 0.110)

**Productivity Ratios**

	MTD Actual	YTD Actual	YTD Target
Tot. Cost / Test	10.28	9.20	7.86
Hrs / Billed Test	0.112	0.108	0.109

\$9.02 YTD with Covid Buy removed

\$8.01 YTD with Core Budget Correction



## Year End Financials

5

- It's been a challenging year and team members have stayed strong to be there for our patients. 2023 looks to be as challenging.
- IU Health will not meet its financial goal for the second year in a row.
- 2023 financial targets require us to find significant cost savings and new revenue growth. It may also require us to pause or delay some projects or initiatives.
- Leaders around the state are working to find operational efficiencies and expand sources of revenue.
- Seek to reduce labor costs by not filling some open positions and by managing attrition.
- End-of-year bonus: Over the past three years, team members received special performance awards. For 2022, because we are not achieving our financial, patient experience and team member experience goals, a performance award will not be given.



Indiana University Health

# Training/Competency Documentation Update

The screenshot shows the MediaLab Compass dashboard for the University Apheresis and Cell Therapy Laboratory. The interface includes a navigation menu with options like Home & To-Do, Settings, Competency Assessments, Match Assessments to Users, Activity Completion, Reports, and Dashboard. The main content area is divided into several sections:

- Home & To-Do:** A heading for the current page.
- Site:** Information for University Apheresis and Cell Therapy Laboratory (site ID #161985), including the primary administrator Dave Schwering (dschwering@IUHealth.org) and the Division of IU Health Laboratory (site ID #137312) with primary administrator Bernetta Bell (bbell1@iuhealth.org).
- Subscriptions:** A list of subscriptions with expiration dates: InspectionProof (7/25/2023, 30 locations), Compass (7/25/2023, 1100 users), and Personnel Documentation (7/25/2023, 1100 users).
- System Updates:** Information about hotfixes (3 applied between 5/10/2022 and 6/08/2022) and the current version (3.3, released 4/24/2022).
- Assignments Due, Next 8 Weeks:** A bar chart showing 146 assignments due on 12/19. The chart shows a single bar for 12/19 with a value of 146, and zero assignments due for the following weeks (12/26, 1/2, 1/9, 1/16, 1/23, 1/30, 2/6).
- Assignment Status:** A pie chart and text indicating that out of 146 assignments, 89 are up-to-date, 0 are in review, 56 are incomplete, and 1 is overdue. A link is provided to view a report of incomplete and overdue assignments.
- My To-Do List and Notifications:** A section for tracking tasks and alerts.

At the bottom of the dashboard, there are links for "Get Started with Compass" and "Set Up PIN and Signature". The footer of the browser window shows the date and time as 10:11 AM on 12/14/2022, with a weather forecast of 43°F Cloudy.

# Cellular Therapy Workflow

7

- We are revising CTL forms to remove Dr. Goebel from forms where he is not required to sign.
  - This will simplify workflow for QA.
  - I will send the forms to you to validate
    - Mainly checking to see if removal of Dr. Goebel from that form is acceptable.
- Please submit any ideas for research projects to Dr. Reddy.
- Origen has discontinued our current freeze bags
  - Previously they had just been backordered



Indiana University Health

# Cellular Therapy Workflow - continued

- They have replaced them with CS500i3 bags (100 mL fill vol)
  - These are about  $\frac{3}{4}$  inch longer than we can fit into our canister so we need to find out if we can order custom canisters
- The option we will have to go with until we can determine if the CS500i3 feasible will be the CS250 (or Miltyni 250) as these will fit into our current storage system.
  - 70 mL maximum fill so we will end up freezing more bags

- Analysis of 2021 data

	CS500	CS250	CS250 vs CS500
	vs CS400		
Bags Cryopreserved	1104	1397	293
Extra Canisters Needed	132	425	293
Extra frames Used Initially	276	279.4	3.4
Extra Long Term Canisters	425	535	110
Extra Long Term Frames	106.25	107	0.75





## New Adult Academic Health Center Design

9

- Project is currently in Phase I of design process – Apheresis is Phase I
- Located on the 3<sup>rd</sup> floor of new hospital with the cancer service line
- Apheresis will have 9 private rooms
  - One room will be set-up to accommodate therapeutic phlebotomy can also do procedures
- In the beginning phase of equipment placement in the rooms.
- Planning for Riley staffing when new hospital opens.
- CTL is in Phase II so it has not been discussed yet.



Indiana University Health

# Cellular Therapy Organization

10

- Transfusion Medicine & Cellular Therapy Division
  - Blood Bank, Apheresis, Cellular Therapy Lab
  - Dr. Soundar appointed Division Director
  - Dr. Goebel CTL Medical Director, Pediatric Transplant Physician
  - Dr. Reddy- CTL Director, Apheresis Physician
  
- Advanced Practice Providers
  - Andrew Nord- Team Lead
  - Anne Tetric
  - Agnes will start as NP early next year



Indiana University Health

# Cellular Therapy Laboratory Staffing

11

- CTL is now fully staffed
  - Emma starts 01/02/23
  - The next objective is to get current team members trained on flow
- Apheresis RN Clinical Manager- position approved
- Dave – Quality Manager/CTL Manager
  - Project Manager for StafaCT
  - When I vacated the CTL Supervisor position it left a gap that I have been filling in addition to the management duties
    - We needed more help with nursing in Apheresis so another lab person did not make sense.



Indiana University Health

# Communication/Positive Work Environment

12

- Creating an Cellular Therapy Management Email
  - Send any communication/concerns to this email
  - Group: Elaine, Dave, Dr. Reddy
  - Email response will be sent



Indiana University Health

# Reminders/Updates

13

- Complete all required competencies by 12/20
- Complete all assigned ELMS modules
- Review timecards daily to ensure final pay of 2022 is accurate.
- Verify and update (if necessary) your personal address information in Oracle by Friday, Dec. 16.
  - In Oracle, navigate to the "Me" page and select "Personal Information," and then check (and update if necessary) "Contact Info."



Indiana University Health

## Values Acknowledgments: Purpose, Excellence, Compassion, Team

14

### **TEAM:**

**Thanks to Hillary for taking on the duties of training employees.**

**Thanks to Hillary, Brody, and Melissa for throwing away products.**

**Thanks to Melissa for analyzing the Lyric data after the template changed and to Steven for all of the advice on the Lyric implementation.**



Indiana University Health