



Indiana University Health

January 2025 Monthly Meeting

Arnett Hospital Laboratory Team

Agenda

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- Connect to Values
- 2025 Promise Dashboard
- DEI
- Connect to Purpose
- 2024 IU Health Lab Statistics
- CAP Survey Results
- New Monthly Meeting Review Process
- Healthy Results



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Connect to Values

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Thank you to Beth for helping Maria Rosa starting 1/2/2025 to work on her 2025 competencies. Great job to Beth for helping and Maria Rosa for getting a jumpstart on her competencies!

Thank you to Megan R for helping with morning hematology start up when she knows there is only one float and bone marrows on the schedule for the day.

Thank you to Ben for always being willing to jump in and help out where he can, especially for jumping in to work on the Dxl during a rough patch in Chemistry.



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The IU Health Way | Promise Dashboard

Dec 2024

West Central Region

Delivering Our Promise through purpose, excellence, compassion and team.

[Feedback?](#)

Improving Quality and Safety



Harm Events

Actual	4
Target	5



Mortality Index

Actual	0.4398
Target	0.6741



30 Day Readmissions (2 months in arrears)

Actual	9.94
Target	9.75



Ambulatory Qual Index

Actual	4.48
Target	3.28

Results 1 event(s) better than target

0.23 index point(s) better than target

0.19 point(s) worse than target

1.20 index point(s) better than target

Funding Our Vision



Operating Income

(This is a shared goal for all Regions)

Actual	\$58,602,000
Target	\$58,000,000

Results \$60M better than target

**Funding our Vision Operating Income is a Preliminary Result

Great Patient Experiences



ED LTR

Actual	52.82
Target	50.20



Inpatient LTR

Actual	69.60
Target	65.58



Outpatient LTR

Actual	83.39
Target	81.68

Results 2.62 point(s) better than target

4.02 point(s) better than target

1.71 point(s) better than target

Great Team Member Experiences



Keeping Our Talent

Actual	87.07%
Target	82.95%

Results 4.12 point(s) better than target



Leader Representation

(This is a shared goal for all Regions)

Actual	13.22%
Target	14.50%

Results 1.28 point(s) worse than target

Target MET

Target NOT MET

Did you know...IU Health offers Team Resource Groups?

Team Resource Groups at IU Health are an excellent way to connect with team members from diverse backgrounds, learn from one another and grow both personally and professionally. A Team Resource Group is a cross functional team who voluntarily forms around a common culture, purpose, or lived experience.

- **IU Health Pride +** provides a forum for LGBTQ+ individuals, along with allies, to come together to build support, provide employee advocacy, and develop organizational culture. Email prideaffinity@iuhealth.org for more information.
- **Culturally Inclusive Community (CIC)** provides a space for ethnic minority team members to connect and share experiences. Email CICommunity@iuhealth.org for more information.
- **Disability Advocacy** welcomes all IU Health employees who experience, advocate for, or identify as having visible or invisible disabilities, physical impairments, chronic mental or physical health conditions, or being neurodivergent. Email DisabilityAdvocacy@iuhealth.org for more information.
- **IU Health Veterans** provides opportunities to participate in professional and leadership development and celebrates the contributions of veterans and team members in the military services. Contact veteranaffinity@iuhealth.org for more information.
- **Women's Initiative Network** is a community that supports and advocates for those who identify as women. Email womenaffinity@iuhealth.org for more information.
- **Young Professionals** offers opportunities for young professionals to connect and grow. Email youngprofessionals@iuhealth.org for more information.



Connect to Purpose

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Total Specimens Logged In and Cancellations from Lab Accident Errors from June to December of 2024

June – 105758 specimens logged in with 12 lab
accident errors

July – 107465 specimens logged in with 11 lab
accident errors

August – 113311 specimens logged in with 11 lab
accident errors

September – 114880 specimens logged in with 17 lab
accident errors

October – 114244 specimens logged in with 7 lab
accident errors

November – 109493 specimens logged in with 13 lab
accident errors

December – 107755 specimens logged in with 12 lab
accident errors

**772906 specimens logged into CAHL Laboratory from
June 2024 to December 2024**

**83 cancellations for lab accident errors from June
2024 to December 2024**

Transfused Blood Products in 2024

January – 182 products

February – 168 products

March – 210 products

April – 178 products

May – 234 products

June – 258 products

July – 227 products

August – 257 products

September – 228 products

October – 231 products

November – 251 products

December – 184 products

2024 Year End – 2608 products transfused



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2024 IU Health Lab Statistics

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The lab system was benchmarked in the top 20-25% nationally for productivity and efficiency, delivering results with unmatched precision.

Over 15 million orders and nearly 20 million billable tests were completed in 2024.

We achieved 98.66% of results reported within one hour, meeting our targets and exceeding expectations for STAT tests.

Team Member Engagements results improved with survey participation of 80% and engaged team members outnumbering disengaged team members by 4:1.



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CAP Survey Results

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75 Surveys for Heme/UA/Mic/Molec/Kits

18 PT Investigations for 2024

(Includes Graded PT, Ungraded PT, Educational Challenges)

3 Clerical Errors

Root Causes

Sample Prep –

- 2 Osmo – Unacceptable Low

- FH13 - Mixing

- ID3 - Mixing

- VS - Temp

- CGL – QFA Unacceptable Low

Image Identification -

- VBF, VPBS, BCP

Mis-ID from Prepared Slides -

- CRS – 2x

- D5 – 1 Gram Stain, 3 Morph, 1 Leuko.

- We struggle the most with this survey.

Continuing Ed/Enhanced Reference Materials are a current focus.



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New Meeting Review Process

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After every team meeting in 2025, the slides and any notes will be uploaded to medtraining.org and will be assigned to everyone for review. You will have 14 days from the Friday after the meeting to acknowledge that you have reviewed the contents.

The meetings will appear under your “My Assignments” tab under the “Indiana University Health Content” section. The name will be the title of the meeting. There will be a one question quiz that looks like the image below.

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I verify that I have reviewed the content of these slides, and I do not have any questions or concerns.

☒ Yes

EXPLANATION

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Healthy Results

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Are you tobacco free?

Earn points for living a tobacco-free lifestyle.

Click the banner to learn more & update your status.

**Tobacco-free is considered as anyone who hasn't used tobacco for six (6) months or longer.



Have you completed your Health Survey?

Your health survey is a great start to building your Health Profile.

Learn your strengths, habits to work on and where you can improve for a healthier lifestyle!

This is not an official medical diagnosis.



Earn 100 points after completing your survey!

JOIN US FOR THE FIRST SYSTEM-CHALLENGE OF 2025 FINANCIAL FOUNDATIONS!

DURING THIS 6-WEEK COURSE, TEAM MEMBERS WILL GAIN ESSENTIAL KNOWLEDGE AND SKILLS IN BUDGETING AND FINANCIAL WELLNESS.

TOPICS WILL INCLUDE LOAN REPAYMENT, COPING WITH FINANCIAL STRESS, BUILDING EMERGENCY FUNDS AND MORE!

REGISTRATION DATES: February 1st – March 7th
CHALLENGE DATES: March 3rd – April 11th

[CLICK HERE TO SIGN UP & LEARN MORE](#)



February Group Coaching opportunities.

Healthy Results is offering unique group coaching opportunities in February. Led by our Certified Health and Wellbeing coaches and our RN Nurse Educators, these sessions offer collaboration among peers, easy-to-use tools and resources specific to you.

Upcoming topics include:

Weight & Wellness (registration opens Feb. 24th)
offering 2 sections

Ready, Set, Go: Running! (registration open Feb. 24th)

Registration required; spots are limited

[CLICK HERE TO LEARN MORE!](#)



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Reminders

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- Please be sure to complete CAP surveys by the assigned due dates.



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Open Discussion

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Meeting End

Thank you



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