

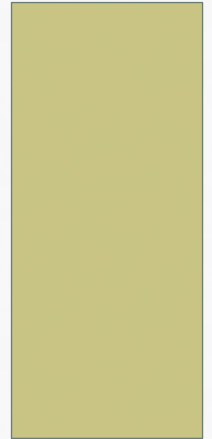
Santa Clara Valley Medical Center

Dedicated to the Health of the
Whole Community



MEDICAL LABORATORY ASSISTANT

REALIGNMENT PROPOSAL



WHO WE ARE



- **Medical Laboratory Assistant**
to a full-service
Clinical and Anatomic
Pathology Laboratory

- Laboratory receives, processes, and tests approximately

2500-3000 specimens per day

in an automated facility with each specimen going through the MLAs first

- Generated **\$2.82 million** in Gross in 2014



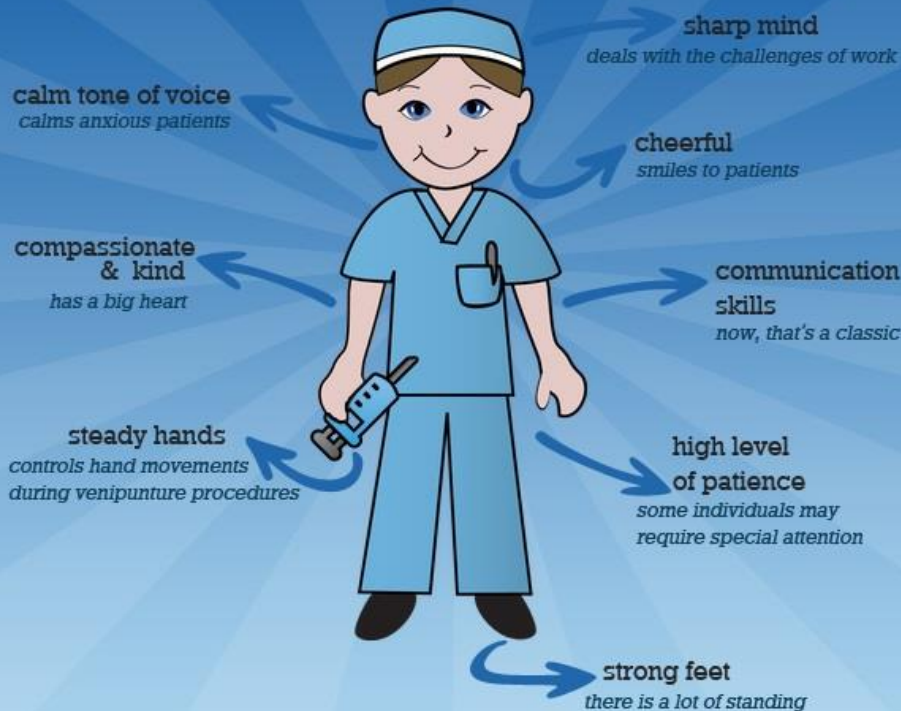
WHO WE SERVE

- Serves Santa Clara Valley Medical Center including inpatients, mental health, emergency psychiatric, express care, emergency room, nine outpatient clinics, the inmate population at the jails and correctional institutions
- Also provides specialized reference laboratory services to other community hospitals and laboratories.



WHAT WE DO

A PHLEBOTOMIST'S ANATOMY



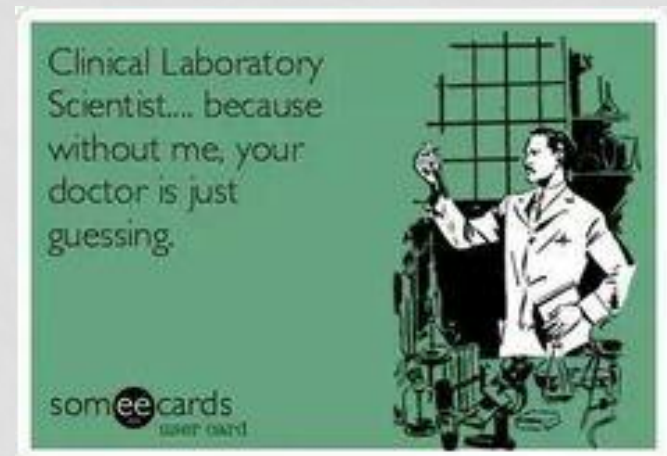
- Admits and accessions specimens into information systems
- Label, centrifuges and aliquot specimens
- Perform phlebotomy on inpatients, outpatients, Express Care, Emergency
- Chain of Custody processing for Probation Specimens
- Use and care of laboratory and related medical equipment
- Laboratory techniques and procedures
- Phlebotomy techniques
- Specimen procurement
 - Ex. Sputum, urine, stool, blood

MLA SERIES

Level I, R75 – Entry Level (CPT1, high school graduate or equivalent)

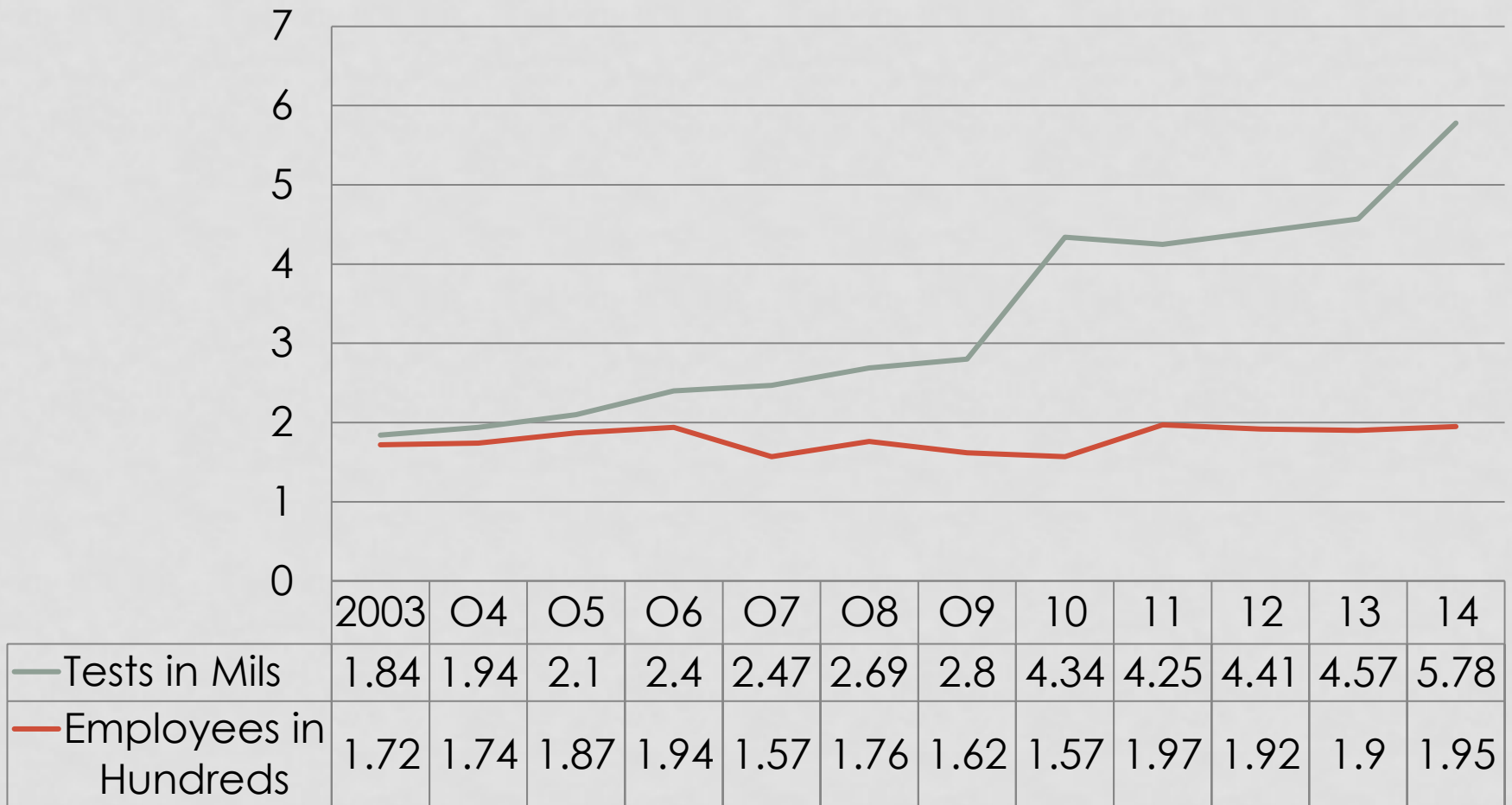
Level II, R74 – Mid Level (CPT1, 1 year in college and 1 chemistry or related laboratory science)

Level III, R7F – Senior Level (CPT1, and 3 years experience in Medical Laboratory Services equivalent to Mid Level)



PRESENT SITUATION

Volume of tests vs. number of employees



Dr. Elisabeth Mailhot

Anatomic and
Laboratory Services

Histology
1MLA
(approx 4
yrs)

Cytology -
2 MLA (1 <
a year, 1 <
3 years)

Support
Services

Admin

Support Services

Information
Services/Finance/
Compliance

Chemistry/ Special
Chemistry/ Tox/UA
1 shared with Phleb

Hematology/
Coagulation
1MLA

Satellite Clinics
14.5 MLA – 1 shared
Morning Draw

Med Admin
Assistant

Central Access / Phlebotomy
32 MLA – 1 vacant, 1 shared TOX, 2
shared Morning Draw
15 extra Help phlebotomist - 7
vacant approx 2-3 years

Microbiology
7 MLA I/II/III (4 revolving
door)
3 MLA II on PM

Transfusion
Services

Nights/PM
15.5 MLAs, 1 vacant

Point of
Care

LIST OF EMPLOYEES

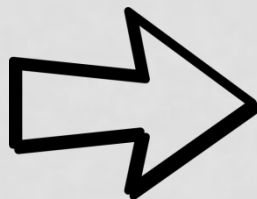
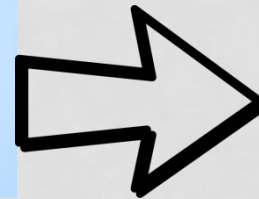
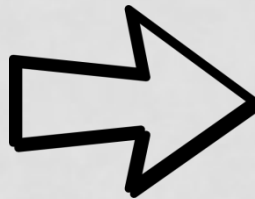
- 7/13 vacant Morning Draw (extra help) phlebotomist vacant
approx. 2-3 years
- Out of 32 MLAs in Accessioning Department, 1 vacant, 3
“temporarily shared”
- Revolving door of 4 / 7 MLAs in Microbiology AM

RETENTION

- High turn-over for MLAs
- Multiple job offer rejection due to low pay
- Attracting inexperienced employees
- Employee Burnout – staff morale is low due to increased workloads with reduced staff

REMEDY

- What's happening right now with inpatient draws?
 - Cancelled rounds due to low staffing



BLOOD CULTURE CONTAMINATION RATES AT SCVMC

	All Locations (%)	ED (%)	Non NICU/ED/PHLEB (%)	NICU (%)	PHLEB (%)
2013					
2 ND Qtr	3.03	5.23	2.09	2.73	1.06
3 rd Qtr	2.68	3.5	2.39	1.25	1.7
4 th Qtr	3.39	4.91	2.77	1.43	0
2014					
1 st Qtr	2.68	4.14	1.72	1.67	0
2 nd Qtr	2.54	3.11	2.28	0	0.65
3 rd Qtr	2.91	3.97	2.39	0	0.9
4 th Qtr	2.55	3.12	2.15	2.99	0
2015					
1 st Qtr	2.5	3.4	1.9	0	0

POTENTIAL CONSEQUENCES OF CONTAMINATED BLOOD CULTURES

- Decreased positive predictive value of blood cultures
- Exposure to antibiotics can lead to acquisition of multidrug resistant organisms
- Additional diagnostic testing
- Prolonged hospital stay or unnecessary admission
- Increased costs and utilization of resources

THE ECONOMIC IMPACT OF FALSE POSITIVE BLOOD CULTURES

Dr. Rita Gander	Journal of Clinical Microbiology Apr 2009	University of Texas Southwestern Medical	\$8,863 per contaminant
Dr. Richard Albert and Dr. Oren Zwang	Journal of Hospital Medicine, Sep 2006	University of Colorado, Denver Health Medical	\$9,516 per contaminant
Dr. Sever Surdulescu	Clinical Perform Quality Health Care 1998	St. Luke's Medical Center-Cleveland, OH	\$8,476 per contaminant
Dr. David W. Bates	JAMA, 1991	Brigham and Women's Hospital	\$7,109 per contaminant
Dr. William Dunagan	American Journal of Medicine 1989	Washington University School of Medicine	\$9,490 per contaminant
Average Cost		7,775 patients	\$8,680 per contaminant

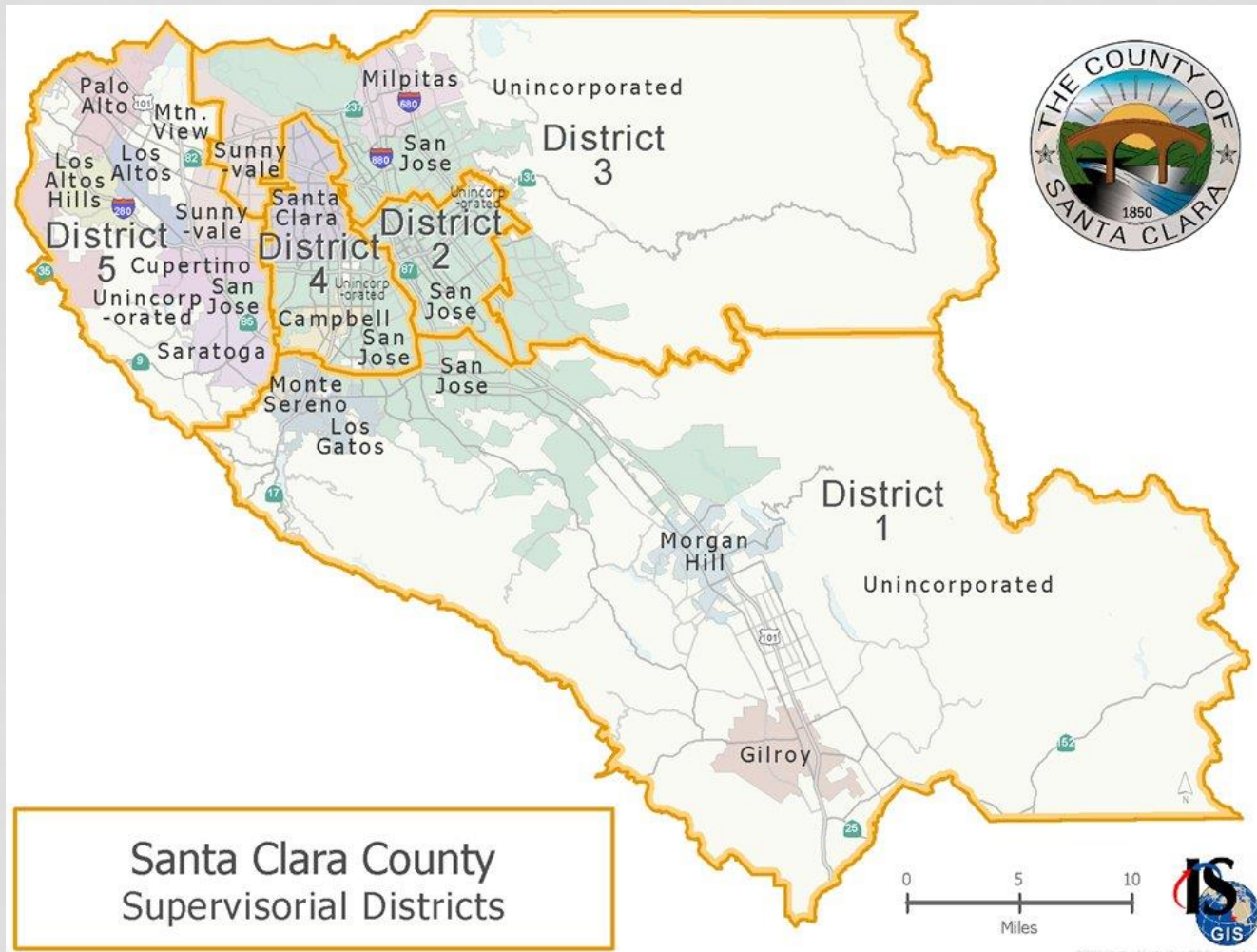
Blood Culture
Contamination
by Month- 1st
Quarter 2015

		Total B.C.	# Contamin	\$ spent per contaminate
ED	Jan	851	26	\$225,680
	Feb	726	26	\$225,680
	March	720	25	\$217,000
NICU	Jan	18	0	
	Feb	19	0	
	March	20	0	
Phlebo	Jan	31	0	
	Feb	23	0	
	March	36	0	
All Others	Jan	852	17	\$147,560
	Feb	849	12	\$104,160
	March	945	20	\$173,600

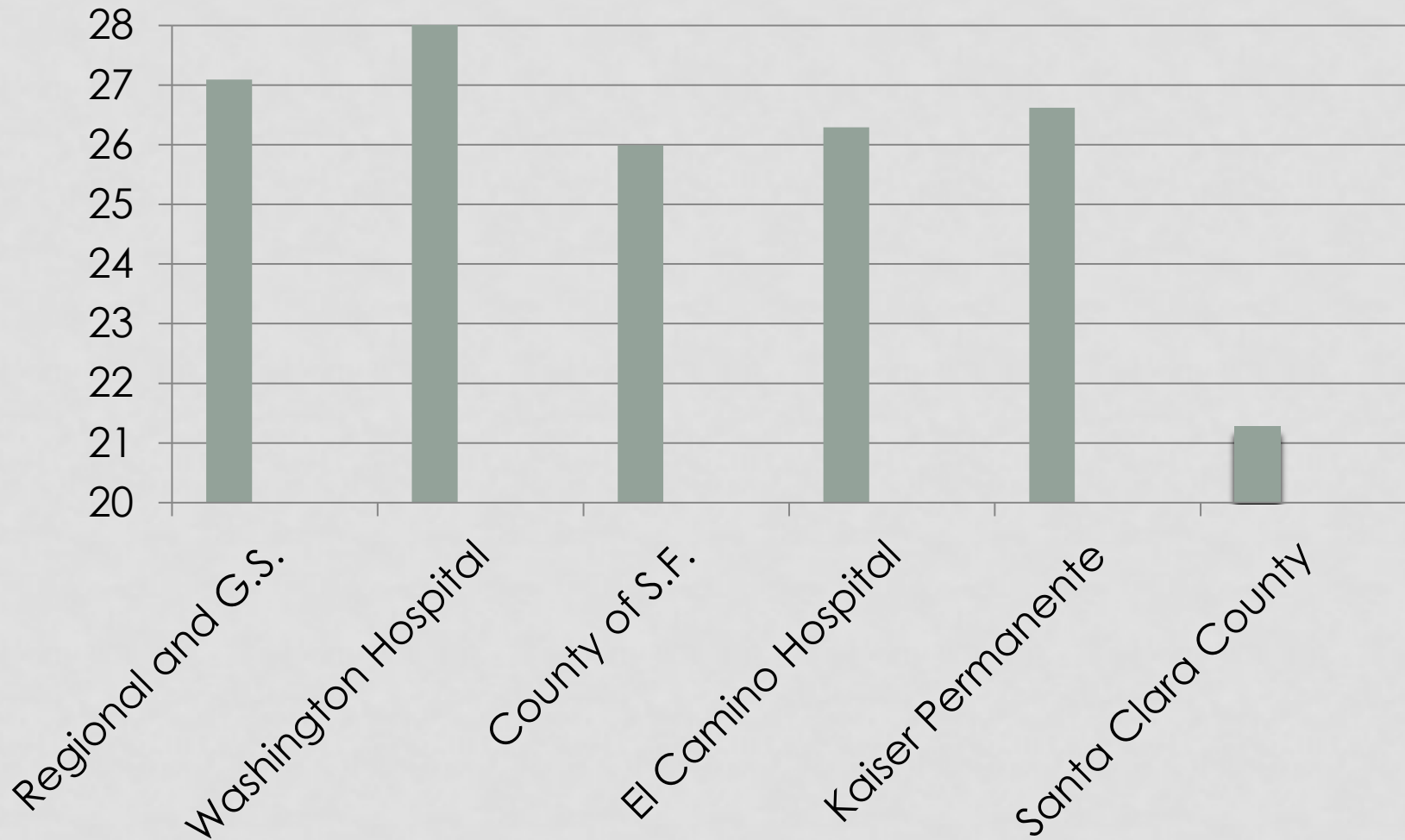
UNNECESSARY SPENDING

**\$1.1 million in blood culture contamination ALONE for 1
Quarter 2015**

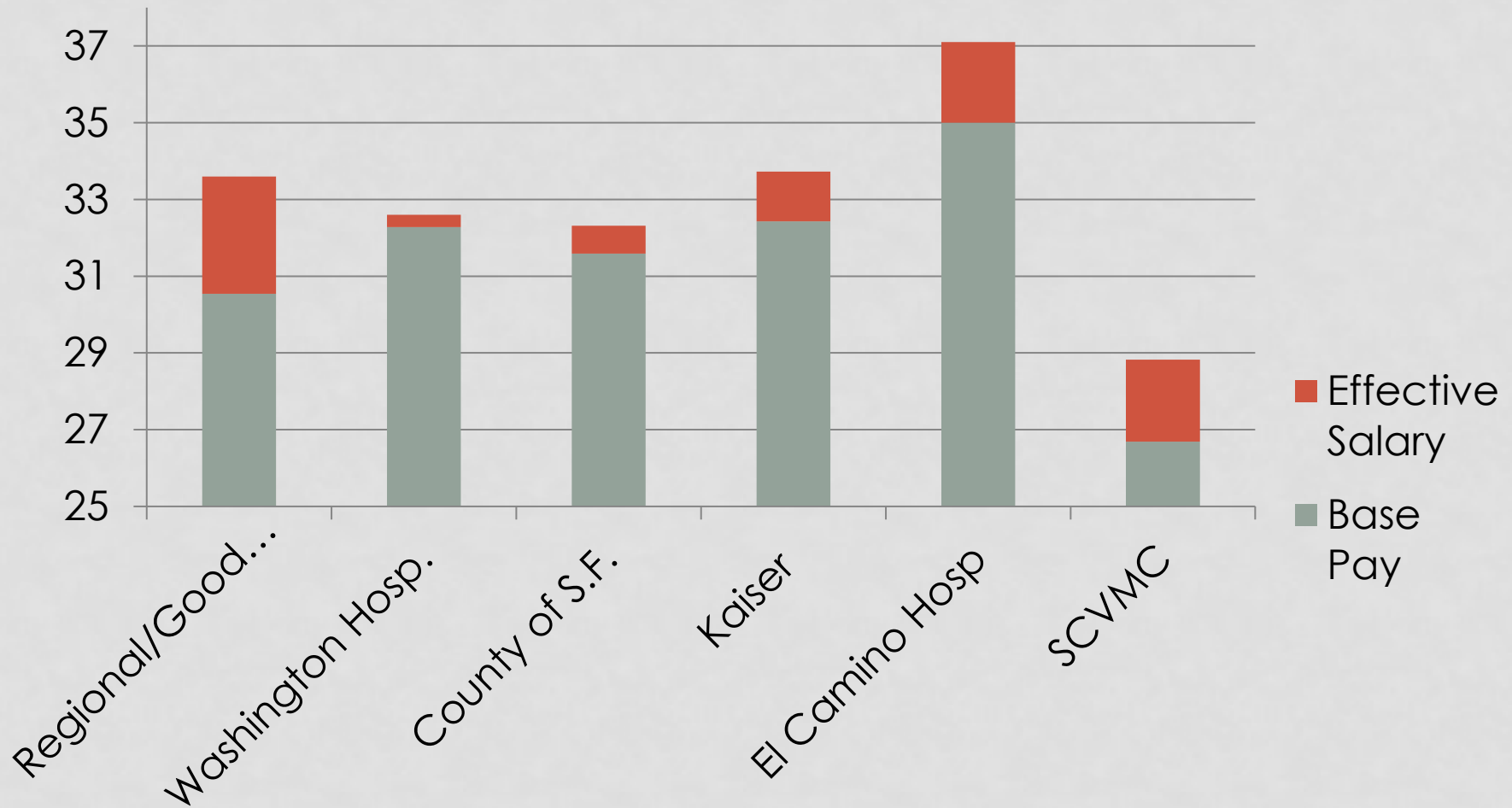
COMPARABLE SALARIES



MLAII RECRUITMENT



MLAIII, STEP 5



MLA REALIGNMENT

25%

(FOR THE SERIES)

WHAT IS 25%

Hospital	Pay
Regional/Good Sam	30.54
Washington Hosp	32.28
County of SF	31.59
Kaiser	32.43
El Camino Hosp	35.00
SCVMC	32.11

SUPPORTING MANAGEMENT

All Laboratory Management

CONTACT INFORMATION

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THANK YOU

References

www.scvmc.org

Laboratory Manager for SCVMC Laboratory Quarterly Review
SEIU 521

Dr. Ezter Deak – Quarter Blood Culture Contamination Survey
Gander