ADMINISTRATIVE/LEAN MANAGEMENT/IMPROVEMENT WORK:
Epic Provider Training:
Improvement Work Updates agenda at Leadership MEC meetings are now focused on Epic Provider Training. Information shared with members include:
- Training timeline – Key Dates:
  - Registration (March 4 to May 17)
  - Provider Trainer Training (Apr 1 to Apr 5)
  - Provider Training (May 28 to Jul 19)
  - Personalization Labs (End of May to Aug 3)
  - Playground Practice
  - Aug 3 GO Live
  - Optimization Training
- Provider to Provider trainers at-a-glance
- Provider training requirements
- Support structure for providers
- Personalization labs
- Resident training
- Super User Program

CLINICAL SERVICE REPORT:
Anatomic Pathology – Stephen Nishimura MD, Service Chief
Dr. Nishimura started with a presentation of Anatomic Pathology’s Vision, which is to provide state-of-the-art diagnostic pathology services delivered in a dependable, efficient, collegial way. The report outlined the following:
- Scope of Service: Services provided (Surgical Pathology (24/7 coverage), Cytology (9-5) and Autopsy Pathology), Utilization, Clinical and Q/A Conferences, Volume Statistics under Hospital and Ambulatory Based Clinical Work on selected trends in case load, and Surgical/Cytology volumes, total slide count, In House Tests, Offsite Laboratory Testing, Outside Testing Cost for Pathology.
- Dr. Nishimura noted that FNA eConsult platform for palpable lesions is available, and that a dedicated FNA Clinic Space is expected to open 2019/2020.
- ZSFF Pathology Organization – Dr. Nishimura noted the addition of a new IT Director, and the Service’s faculty and their subspecialties (as a result of the shift in Anatomic Pathology from a general model to a sub specialization model).
- Performance Improvement Patient Safety Initiatives
  - Quality – improving patient outcomes through reducing diagnostic errors
  - Safety – Ensuring that clinical decisions are made using accurate and timely diagnoses
  - Care Experience – Improving accessibility workflow
  - PIPS projects include: Consensus Conference for Diagnostic Accuracy/Peer Review, Dedicated FNA clinic space, Specimen Identification errors, Reducing Send-Out Cost
- ZSFG Pathology Research
- Financial Report – 92% of revenue is from the affiliation agreement.
- Strengths and Weaknesses –
  - Newly recruited faculty cover multiple subspecialties
  - Formal and Informal partnerships with UCSF to provide expertise in all pathology subspecialties
  - Histology, Immunopathology and Cytology laboratories on site
- Exceptional Supervisors

- Challenges and Weaknesses
  - Epic Transition
  - Cytopathology Access

- Challenges Present and Future
  - Epic Implementation
    - Specimen Identification – Bar Coding (On hold due to IT focus on Epic)
    - Increasing complexity of data elements in specimen reporting
    - Increasing complexity of analysis (molecular, IHC)
    - Recruitment/development/retention of academic faculty. Large disparities in academic vs. private practice salaries
    - Maintaining 24/7 consultation coverage with only 4 FTE
    - Increasing patient recruitment to the FNA service
    - Transitioning to new unified laboratory information system (Beaker)

- Goals:
  - FNA clinic- improve patient flow and care experience, decrease time to procedure
  - Reducing errors from specimen and misidentification
  - Improving quality and safety through improved diagnostic accuracy
  - Longer-term goal is to modernize histology and immunohistochemistry laboratories