

NEWSLETTER

December – 2018

IOWA STATE UNIVERSITY
College of Veterinary Medicine

Veterinary Diagnostic Laboratory

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BEST PRACTICE METRICS

In early 2017, the ISU VDL rolled out the “Best Practices Submission Discount” in an effort to encourage an increase in the quality, efficiency, and value of its diagnostic services. This discount is 10% on all Molecular, Serology, BVD IHC, & Salmonella enteritidis testing fees. This discount is additive to the already existing \$10 Web Submission Fee Credit for all submissions submitted via the ISU VDL Web Portal.

Since that time, our experiences suggest that personalized feedback is the key in understanding and improving the submission process. This is key to capturing these potential diagnostic savings.

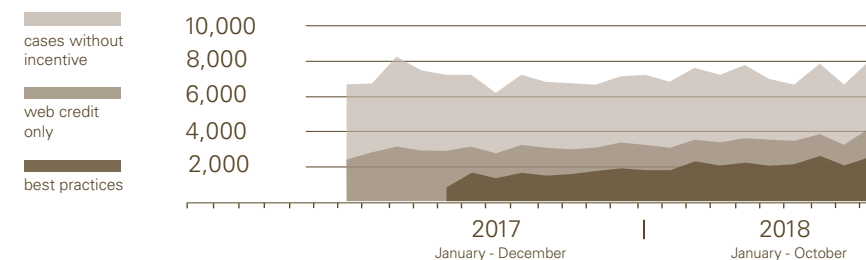
We have been able to summarize the “Best Practices Submission Discount” into these 4 concise visual graphics. These Best Practice Metrics can be generated for each individual client and used to guide the implementation of processes to capture the potential savings. They can serve as a starting place and standard to measure against while working towards your goal.

If you are interested in understanding how your clinic stacks up, please reach out to us so we can compile your clinics specific metrics.

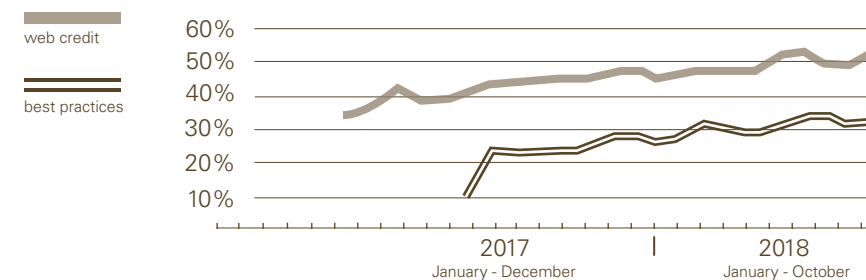
Note: VDL’s testing fees as well as the conditions and requirements with associated discounts are subject to change in the future as deemed necessary to maintain the fiscal viability of the laboratory’s services.

ALL VDL CASE ACCESSIONS

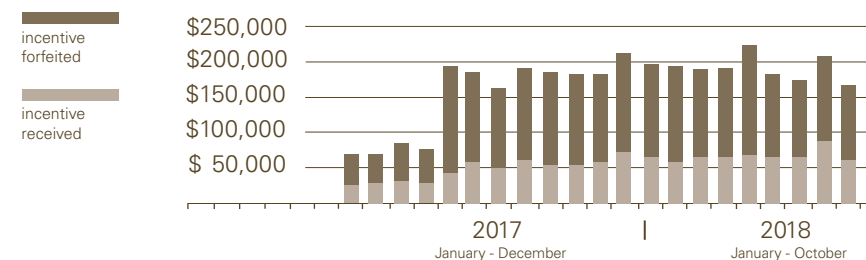
Case Counts



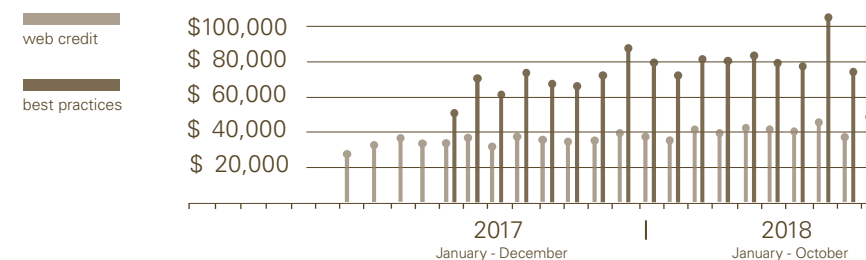
Web Submission & Best Practices – % of Total Cases



Incentive Money Received – Received vs. Forfeited



Incentive Money Received – Web vs. Best Practices





Laura Bradner Molecular

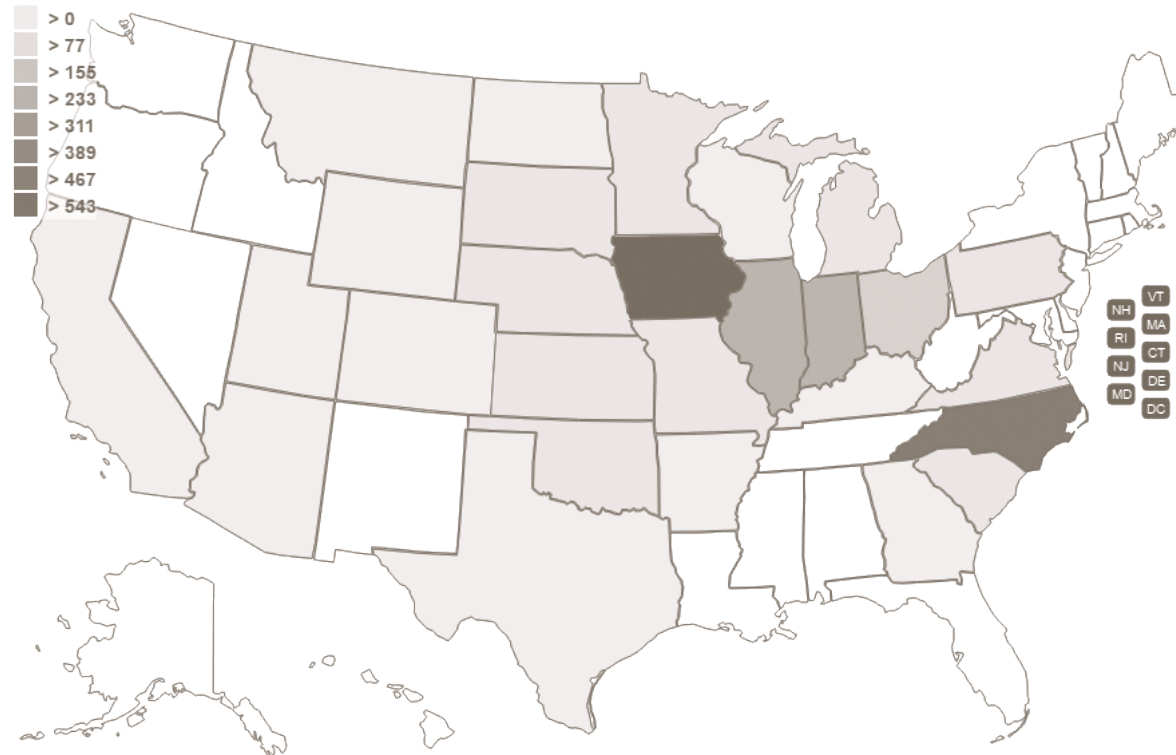
Laura was born and raised in Ames, Iowa and attended Iowa State University and obtained a Bachelor's and Master's degree in Agricultural Biochemistry.

Laura started working at the ISU VDL in 2013 as the team leader of the Health Assurance Testing Services (HATS) Lab before transitioning to molecular assay development and process improvement in 2015. Laura's favorite part of her job is knowing her daily work helps keep the ISU VDL at the forefront of veterinary diagnostic medicine, and being able to quickly and effectively respond to our client's needs.

Laura and her husband, Matt, have four dogs and a foster dog. They spend much of their time volunteering at local rescues and shelters. They also enjoy hiking and camping. Their life goal is to hike all of the national parks in the United States.

STAFF HIGHLIGHT

ISU FLUture



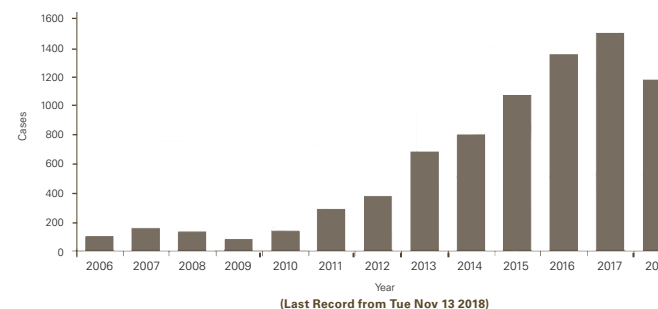
ISU FLUture is an interactive web-based tool developed to provide diagnostic information from an Influenza A Virus database of test results, metadata, and sequences collected at the Iowa State University Veterinary Diagnostic Laboratory.

The goal of ISU FLUture is to allow veterinarians, swine producers, and researchers to seek out and find trends in the data that will allow them to make informed decisions regarding influenza and swine health.

ISU FLUture data is derived from diagnostic samples submitted from a diverse array of swine farms and production systems around the United States and North America. The metadata used at ISU FLUture is dependent on submitters supplying accurate and thorough information provided on submission forms with diagnostic samples to the Iowa State University Veterinary Diagnostic Laboratory.

ISU FLUture can be found on the ISU VDL website under Resources. We recommend the internet browsers: **Google Chrome, Mozilla Firefox, or Safari** when using this interactive tool. If you have any questions regarding ISU FLUture, please contact the ISU VDL at vdl@iastate.edu or 515-294-1950.

Influenza PCR positive submissions per year



ANNOUNCEMENTS:

Upcoming University Holidays:

New Year's Day – Tuesday, January 1st
Martin Luther King Day – Monday, January 21st

HATS will be closed on Tuesday, January 1st, but will be receiving drop-offs as normal on Monday, January 21st.

ISU VDL Web Portal Update

Species and Age Requirement:

All forms submitted via the ISU Client Web Portal will require the user to make a selection of species and age. Not applicable, "NA," is an available selection on those cases or individual samples where Age is not known or does not apply. Additionally, for those cases where Species does not apply or is unknown, "Non-Animal" or "Unknown" are options for selection. This will allow processing of cases in a more accurate manner, enhance the quality of information in the diagnostic record, and decrease the number of incomplete submissions sent to the lab.

Swine Health Test Request Electronic Submission Form:

The new PDF allows for a more dynamic process that will make the selected tests and included information more easily read and identified. Additionally, it will allow a longer, more complete communication from the client by removing the character limit on text fields on the Swine Health Test Request form. This will be available on the other forms as we switch to the updated format.



UPS will no longer be delivering Ground packages on Saturdays to the ISU VDL.

If Saturday delivery is required please ensure you ship Next-day Air.