

Tarrant County Public Health

Performance Management / CQI

2016 SWOC Analysis Worksheet For TCPH NTRL

	Factors likely to lead to positive change and improvement in the quality of services/programs	Factors which may hinder improvement in the quality of services/programs
Inside the Division (Internal)	<p>Strengths:</p> <p>Quality: Excellent documented quality, excellent PT record, productivity, good customer survey performance, excellent communication with clients, responsive to internal and external customer needs, extensive Continuing Education/Training, reputation as innovators</p> <p>Assets: Good facilities, Good environmental controls, knowledgeable workforce, experienced and degreed staff, knowledgeable about regulatory compliance requirements for certifying agencies</p> <p>Fiscal responsibility: Consistent budget and inventory control awareness</p> <p>Testing: Testing is kept current with changing methods/technologies, capacity to produce lab developed testing, R&D capability, and great response to emerging agents.</p>	<p>Weaknesses:</p> <p>Lack of Laboratory Information Management System (LIMS)</p> <p>Grant funding is out of the lab's control, Feast or famine on testing volumes</p> <p>Overly bureaucratic processes</p> <p>Politics overriding science</p> <p>Unable to get 3rd party insurance reimbursements for clinical testing</p> <p>Small volume testing is necessary, but cost inefficient</p> <p>Not EPA certified for chemical analysis of drinking water</p> <p>Lack of capital authority for equipment purchases.</p>
Outside the Division (External)	<p>Opportunities:</p> <p>DSRIP project funding</p> <p>Expand water chemistry to regulated lead and copper testing</p> <p>Email blast about holidays</p> <p>Implement CLIA regulated IQCP for Geenius and/or Amplivue; once established can be expanded to other tests, reduces cost and tech time, reduces turnaround time, can be offered to our external submitters</p> <p>Office supply coordination</p> <p>Key equipment upgrades</p> <p>Expand Panther testing to include: HIV-1 NAATS, HPV, and/or Trichomonas</p> <p>Long-term intern opportunity.</p>	<p>Challenges:</p> <p>Not authorized to negotiate prices; leads to limited ability to compete. Medicaid reimbursement rates are used for fee schedule.</p> <p>Unable to get T04 budget increases to expand testing capabilities/fund new equipment.</p> <p>Limited Workspace/Storage space/Expansion difficult –discussion already begun with LT</p> <p>Unnecessary competition with other regional health departments</p> <p>Bureaucratic processes</p> <p>Aging workforce/Retention of new hires who are costly to train</p> <p>Uncertain grant funding/Inadequate T04 budget – certain grant fund awards are based on unspent end of year funds.</p> <p>FDA clearance required on routine clinical test methods before implementation</p> <p>Are we missing other opportunities?</p>