

https://youtu.be/N8I5hnWRZYY

Pathology & Immunology Staff Meeting

December 10, 2021

Agenda

- Welcome
- Holiday Traditions
- Updates:
 - P&I administrative leadership
 - Endpoint data loss prevention (EDLP)
 - Marketing & branding
 - Remote and hybrid guidelines
- Holiday giving
- Diversity Equity and Inclusion (DEI) initiatives
- Attendance prize
- Announcements

IT/IS/Informatics



Cameron Houck
Application Analyst I

Research Administration



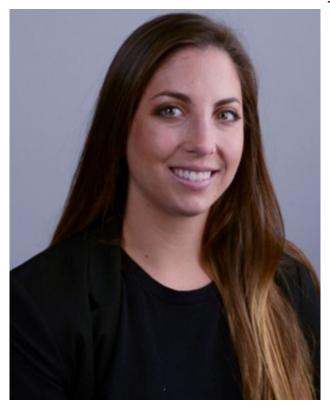
Logan Riney
Senior Grants Specialist



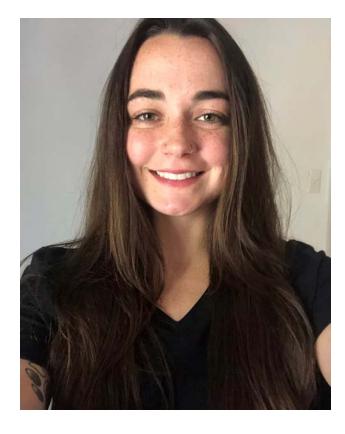
Matt Luecke Senior Grants Specialist



Danielle Amann-Stewart Financial Analyst II



Laura Severs
Director of Clinical Operations



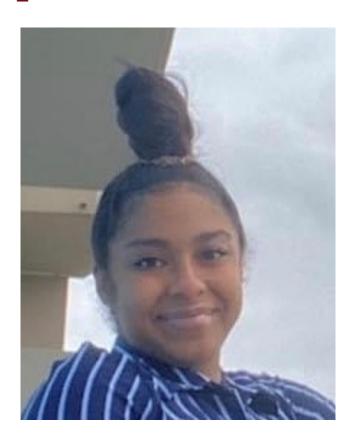
Maggie Faris
Research Technician II - MS



Melissa Robey
Research Technician II - MS



Sarah Stackle
Grossing Technician



Alexis Ghoston
Grossing Technician



David Heafner
Customer Service Representative I

New Hires and Promotions - Revenue Cycle



Samantha White
Precertification Coordinator



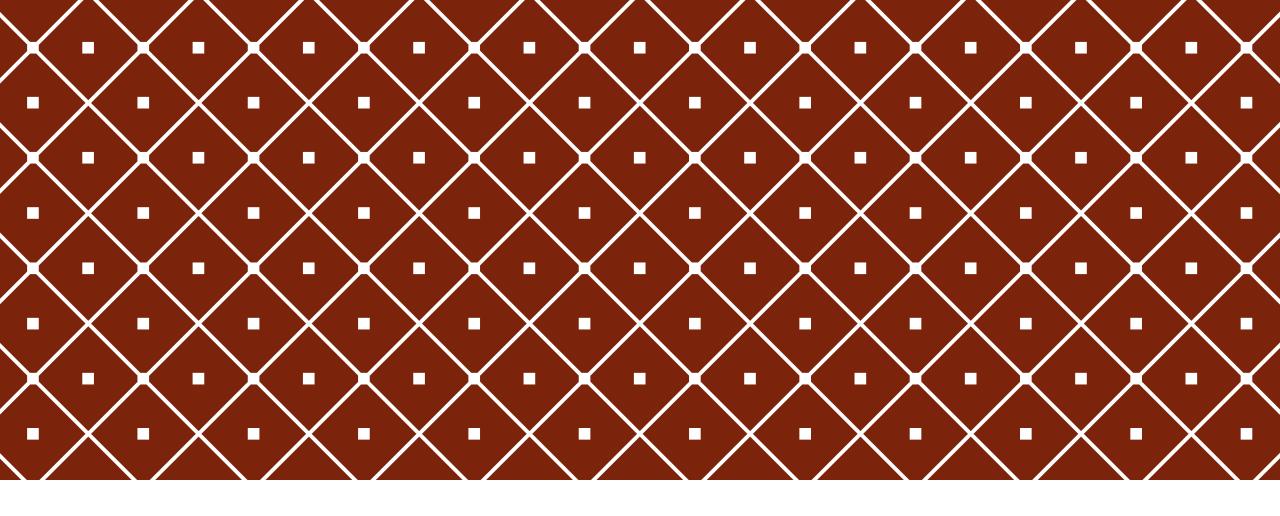
Sherrie Morrow IBCII Denials

Congratulations Alyssa Thiessen!





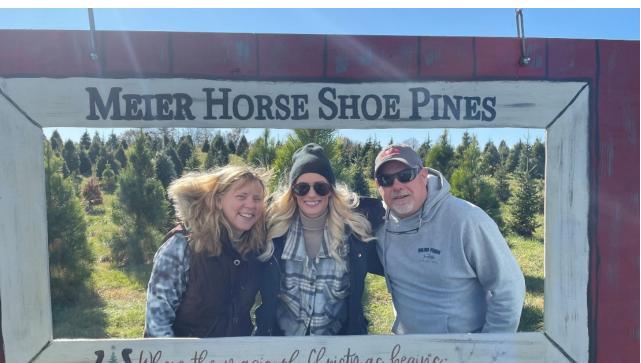
Alyssa welcomed baby Charlotte on 11/22/2021.



HOLIDAY TRADITIONS







ADAMS FAMILY HOLIDAY TRADITION:

GOING TO A TREE FARM TO FIND THE PERFECT CHRISTMAS TREE, BRINGING IT HOME AND DECORATING IT.

-JENNY ADAMS

WE HAVE A REAL BALSAM TREE EVERY YEAR AND DECORATE IT IN A VINTAGE STYLE WITH ORNAMENTS HANDED DOWN FROM PARENTS AND GRANDPARENTS-SOME PROBABLY 100 YEARS OLD. WE ALSO USE TINSEL WHICH VERY FEW PEOPLE USE ANYMORE! I LOVE IT!

-JANET BRAUN



CHRISTMAS TRADITIONS FOR ME IS ALL ABOUT MY FIVE GRANDCHILDREN:

- -Baking cookies with the grandkids
- -GRANDKIDS' CHRISTMAS PAGEANTS
- -CHRISTMAS EVE MASS WITH FAMILY HAPPY HOLIDAYS!
- -ANN WINN









ONE OF MANY FAMILY TRADITIONS, WE START THE SEASON OFF BY PICKING OUT A LIVE TREE TOGETHER. WE GENERALLY GO TO DIFFERENT TREE LOTS EVERY YEAR AND SEEK LOCAL OWNERS. THIS TRANSLATES TO THE FAMILY SPENDING MORE TIME THAN NORMAL...WHICH MAY OR MAY NOT BE INTENTIONAL ©

-Lauri Thienes

OUR THANKSGIVING TRADITION IS THAT ONE OF OUR SIDE DISHES IS RUTABAGAS, WHICH IS ROOT VEGETABLE, COOKED WITH BUTTER AND BACON BITS. MY GRANDPA ALWAYS MADE THEM EVERY YEAR AND WE HAVE KEPT THE TRADITION GOING SINCE HIS PASSING. HOWEVER, MY 3 YEAR-OLD'S NEW TRADITION WAS MAKING A MEAL OUT OF KING'S HAWAIIAN ROLLS.

-CARI SENN









This Thanksgiving, I went to Branson to spend the holiday with My 85-year-old mother, who decided not to cook, and instead, signed us both up as volunteers to help serve 600 meals to the elderly and needy in Branson for a non-profit organization called "Elevate Branson."

WITH COVID, THEY COULDN'T HAVE HUNDREDS OF PEOPLE COMING INSIDE THE CHURCH HALL THEY USED FOR THE EVENT, SO THEY HAD ABOUT THREE DOZEN VOLUNTEERS DELIVERING THE HOT MEALS TO THEIR HOMES AROUND TOWN. MOM AND I WORKED IN THE KITCHEN AT THE CHURCH HALL FOR HOURS, FILLING FOOD CONTAINERS WITH HOT TURKEY MEALS AND ALL THE TRIMMINGS. ALTHOUGH THIS PICTURE ISN'T OF ME OR MY MOM, THE PEOPLE IN THIS PHOTO ARE DELIVERING ONE OF THOSE HUNDREDS OF MEALS THAT MOM AND I HELPED PACK UP TO BE DELIVERED BY OTHER VOLUNTEERS.

It's funny to note that I was dead on my feet by 6:30 that evening and had to sit down, but that 85-year-old ball of fire outlasted me by at least a half-hour!

-Tina M. Knepper-Smith







ENJOYING UNION STATION POLAR EXPRESS IN OUR PJS

MAKING HOLIDAY JAMAICAN RUM PUNCH WITH THE KIDS

-ANDWELE JOLLY

MY FAVORITE
TRADITION IS
DECORATING THE
ENTIRE HOUSE,
SPENDING TIME WITH
MY FAMILY.

-STACY MITCHELL

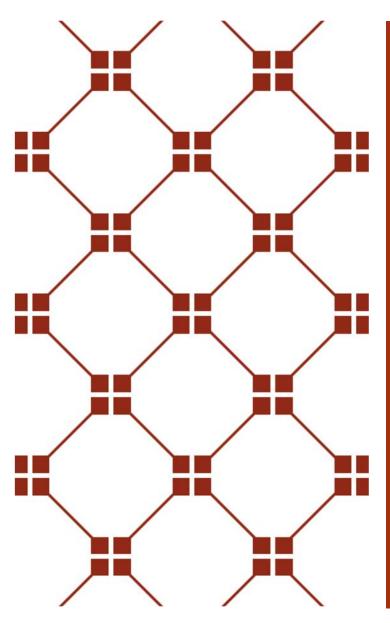




OUR THANKSGIVING TRADITION IS BREAKFAST WITH MY EXTENDED FAMILY AND THEN DINNER WITH MY HUSBAND'S EXTENDED FAMILY. THIS YEAR WE STARTED A NEW TRADITION OF SWIMMING ON THANKSGIVING IN OUR NEWLY CONSTRUCTED POOL ROOM ADDITION. MY BEAUTIFUL GRANDDAUGHTERS AGES 8, 6, 4 & 5 MONTHS. BABY BERRY #5 WILL ARRIVE IN JUNE!

-CHRISTINE BERRY





My family tradition for Thanksgiving

We gather at one of my sisters and eat around noon. This Mexican family does traditional Thanksgiving food and the rule is you must wear sweat pants or dress very casual. It is a no judge day as we graze off and on from the buffet of delicious food thru out the day/evening. We just hang out, visit, watch TV and there are always plenty of laughs. On Friday, usually late afternoon/early evening, anyone who wants leftovers goes over for round two. After that — we are over it. It is one of my favorite holidays.

-Julie Gutierrez

WE STARTED A NEW
TRADITION LAST YEAR.
THE PAGE FAMILY
COLORING WOODEN
ORNAMENTS FOR THE
CHRISTMAS TREE! THE
YOUNGEST CHILD COLORING
IS 19 YEARS OLD AND THE
OLDEST PERSON COLORING
IS GRANDMA IN HER 80S!
FUN NEW TRADITION!

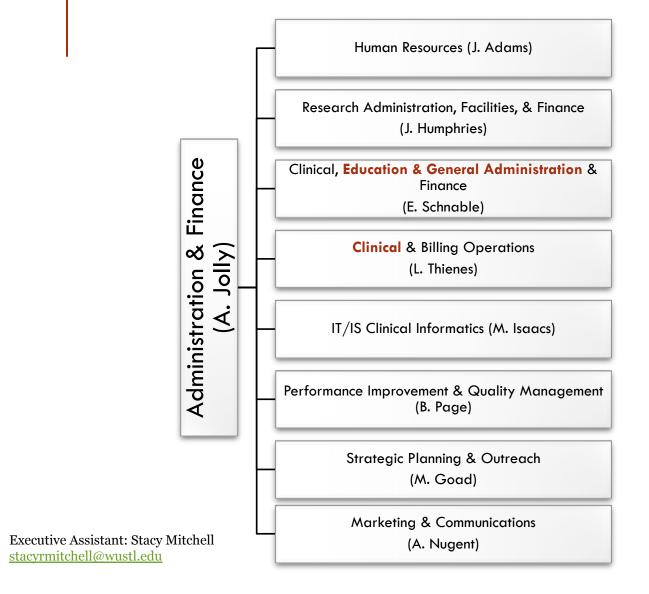
-BETH PAGE

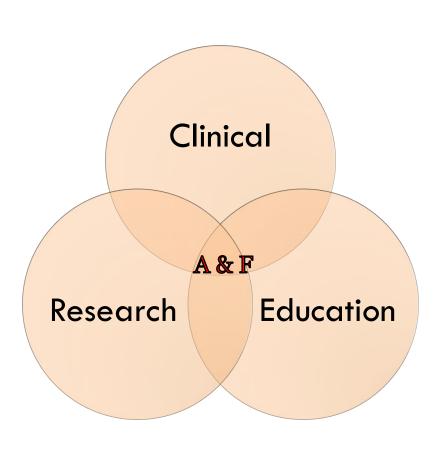


Andwele Jolly

P&I ADMINISTRATIVE LEADERSHIP STRUCTURE

P&I CENTRAL ADMINISTRATION & FINANCE (A & F)





P&I <u>DIVISION</u> ADMINISTRATION & FINANCE

(AS OF JAN, 2022)

Anatomic & Molecular Pathology

Joe Gaut, MD, PhD

Sobia Shahab (Manager of Admin & Finance) Neuropathology

Bob Schmidt, MD, PhD

Sobia Shahab (Manager of Admin & Finance) Immunobiology

Kodi Ravichandran, PhD

Lynn Coats (Manager of Admin & Finance) Laboratory & Genomic Medicine

Ann Gronowski, PhD - Interim

Co-Chief Research TBN

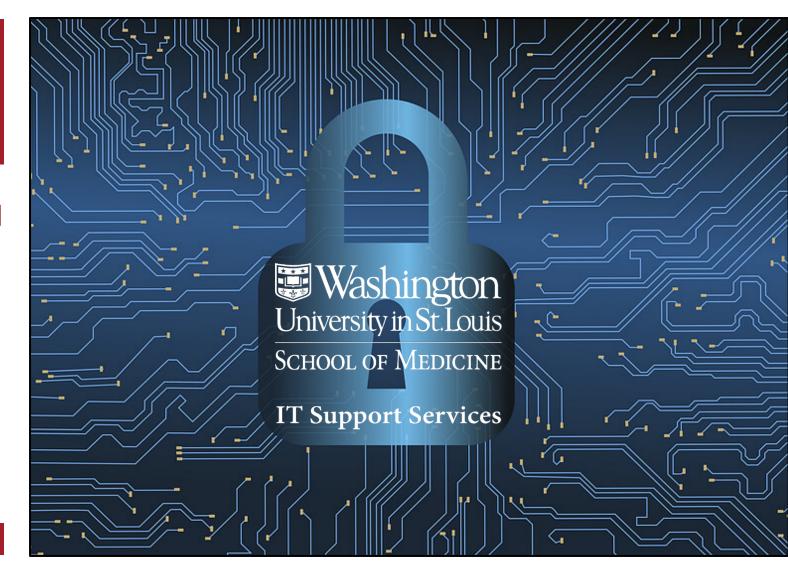
Lynn Coats (Manager of Admin & Finance)

P&I ADMINISTRATIVE UPDATES

ENDPOINT DATA LOSS PREVENTION

WHY SECURITY IS NOT AN OPTION

SECURE WUSM: IDENTIFY. PROTECT. DETECT.





WHAT IS ENDPOINT DATA LOSS PREVENTION?

What is eDLP?

- Software that **finds**, **understands**, and **protects** sensitive information
- Program is installed within the operating system and touches each application
- Detects information on both user and system level



USER ACTIONS TO MONITOR

1. [







3.



Printing

File/Copy to USB Drive





5.



Uploads

External Emails

Move to Unsanctioned Cloud Storage Locations

eDLP CLASSIFICATION:



1 CONTENT CLASSIFICATION

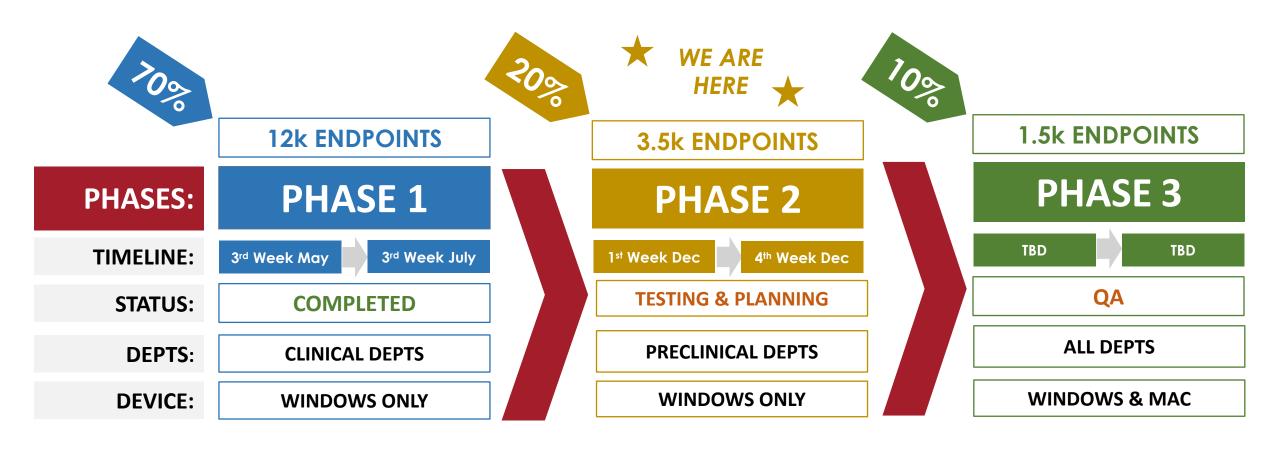
Inspects and interprets files looking for sensitive info (PHI, PCI, & PII) . Answers: "What is in this document?"

2 CONTEXT CLASSIFICATION

Targets specified location (file share, BOX location, etc.). Answers: "How the data is being Used? Accessed? Moved?"



eDLP DEPLOYMENT SCHEDULE





WUSM Mac Next Steps

1. CHALLENGES

- There are (7) Mac OS exist at WUSM
- Digital Guardian (DG) has a separate software per each Mac OS; difficult to standardize
- DG is has not released client that supports Apple M1
 Processor (all devices made after 2020 are not supported, however current exposure is low)
- Upgrade and replacement of Mac Devices is a arduous process

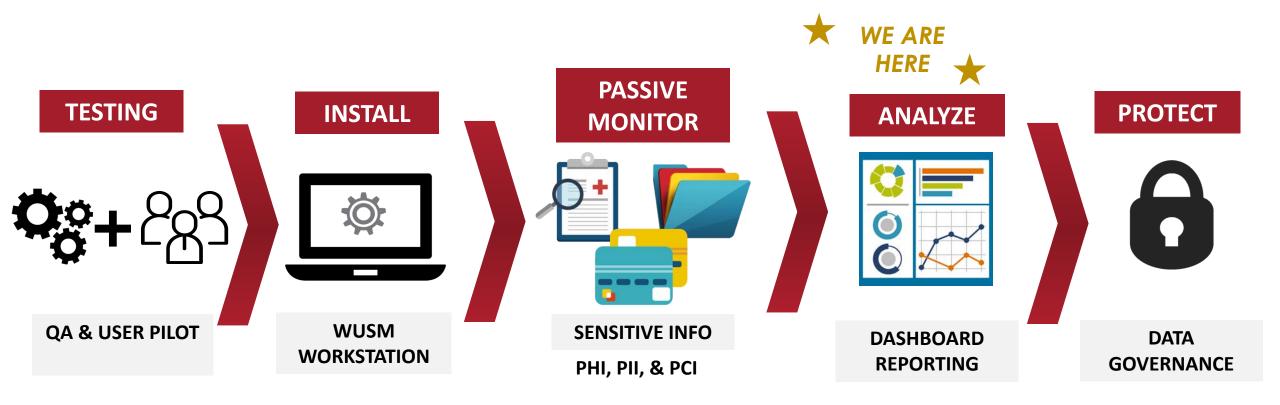
2. NEXT STEPS/RECOMMENDATION

 WUSM ITSS is conducting an upgrade (10.13 and below) and replacement effort

REPLACE	52
UPGRADE	358



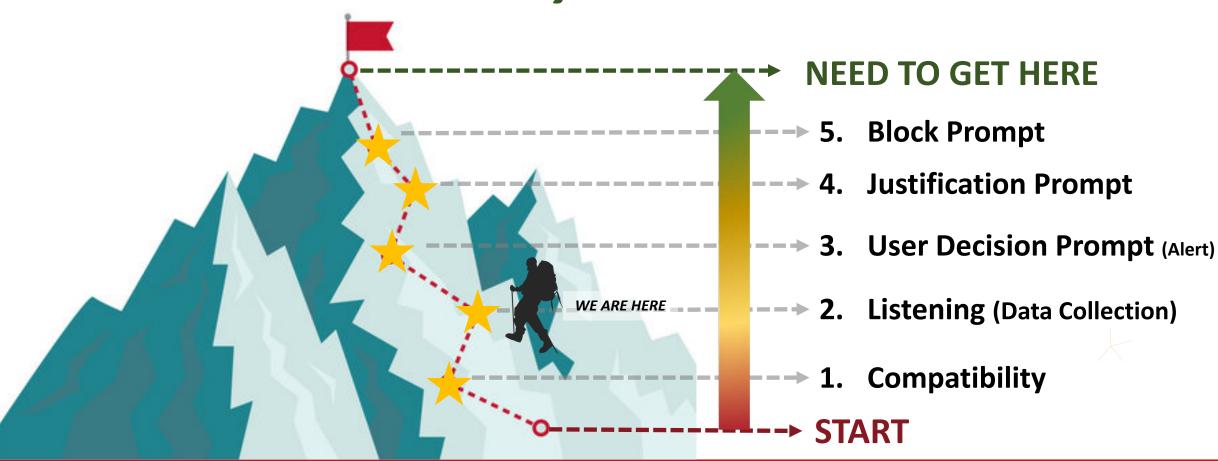
PROJECT METHODOLOGY





PATH TO DATA GOVERNANCE

This is <u>not</u> a sprint but a *Journey*





SERVICENOW eDLP EXCEPTION

SCOPE

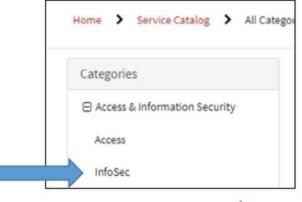
Security Exception

PURPOSE:

- Provide both users & administrators ability to request exception:
 - eDLP Software
 - eDLP Policy
- Given proper business justification

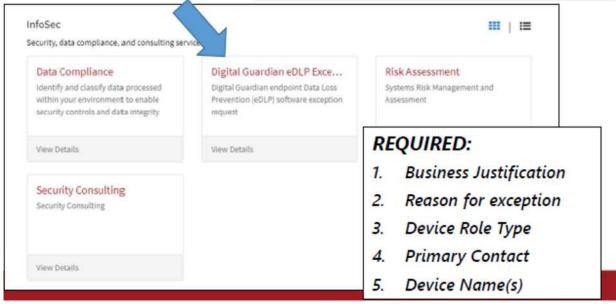
NOTE:

- Will require manager & WUSM Infosec APPROVAL
- If granted exception, will audit on annual basis



HOW TO NAVIGATE:

- 1. Login to WashU ServiceNow
- Go to Service Catalog & Select Access & Information Security
- 3. Select **Digital Guardian eDLP Exception**



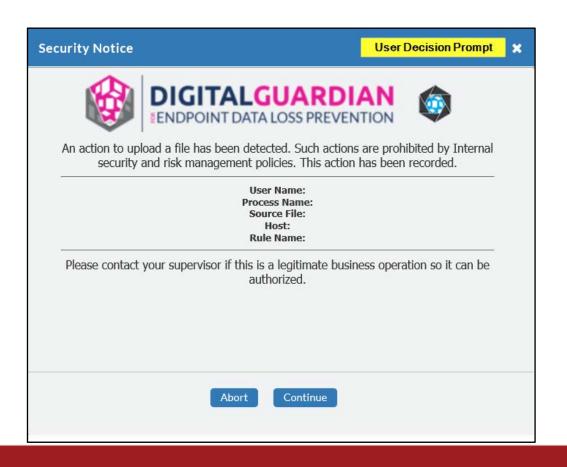


Alert Prompt

NEXT STEPS

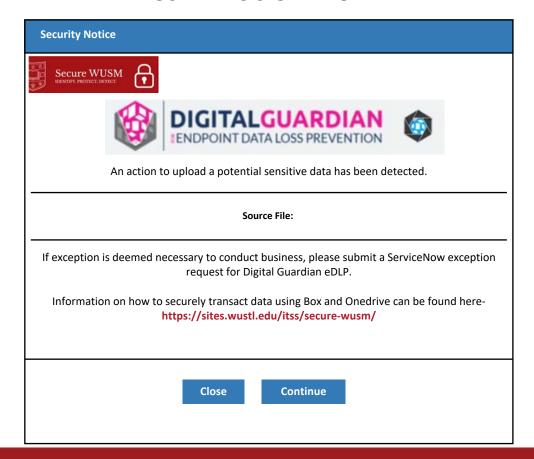
(CURRENT)

USER DECISION PROMPT



(DRAFT PROPOSAL FUTURE)

USER DECISION PROMPT





ONGOING SUPPORT



NOTES

- If issues are found, Helpdesk can deactivate the EDLP software remotely
- Upon termination, Helpdesk will escalate internally to WUSM
 Infosec
- Reactivation of the software will be conducted when a solution is found



Questions?

Michele Goad

MARKETING & BRANDING

Marketing & Branding Update

• Sent out over 2,700 Thanksgiving cards to referring providers





Washington University Pathology Services 660 South Euclid Ave., MS 8118-04-03 St. Louis. MO 63110

Washington University Pathology Services is thankful for your continued partnership. We appreciate being your choice for diagnostic services and look forward to continuing to provide you with accurate and timely results that enhance the care of your patients.

pathologyservices.wustl.edu | 314-747-1100

Non-Profit Organization US Postage Paid St. Louis MO Permit 2535

Requestion Update

• We have updated all 19 requisitions forms

washington University Physicians					PATHOLOGY: ation Request							Washington University Physicians*					PATHOLOGY: Renal Biopsy (Transplant Kidneys)				
Washington University School of Medicine Department of Pathology & Immunology Clinical Support Office 425 S. Euclid Avenue, MSC: 8024-14-04 Saint Louis, MO 63110 Saint Saint Louis School School School School School School			COURIER: Offi iversity School of Medicine Pathology & Immunology al Support Office id, West Bilg., 4th floor	ce use only sician/Servic	Bar code								425 S Tel:	Ship sample of the sample of t	Pathology Ser ort Office e, MSC 8024-1- 0 63110 x: (314) 362-40 ion has two p	4-04 080 ages, please con		Date/Time Received: Accession Number: Technician Initial: Received: Formalin (LM) patient June 100	tely.	Office use only Glutaraldehyde (EM)	
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Phone: Doctor-Patient Appointment Date/Time:				Washington University School of Medicine Department of Pathology & Immunology, Clinical Support Office	Department of Patho	epartment of Pathology & Immunology. Departmen		l University School of Medicine t of Pathology & Immunology, linical Support Office						Do	nor	Cadaveric	Living-Related	Living-Unrelated			
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PLEASE CHECK ONE BILL PATIENT* BILL SI			BILL SUBMITTING INSTITUTION (** Add b	illing informa	Phone: 314-747-1100 Fax: 314-362-4080	Phone: 314-747-1100 Ph			Phone: 314-747-1100			REASON FOR TESTING (required, failure to include diagnosis may delay testing)									
For outside consultation services the patient's insurance Vashington University Physicians website physicians.wu:	information must be supplied sti.edu to verify the accepted h	if the patient is to be billed. If pa ealth insurance carriers,	yment is denied by the patient's insurance, you will be re	sponsible for pay		This requis	ition has two	pages, pleas	e be sure to accurately	y complete be	oth.										
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Requesting Physician Last Name:			First Name:	NPI #:	NPI:	Email:			DOB (mm/dd/yyyy):		Gender:	Male	Female			Cytoxan			1	ension Yes No	
Phone:	Fax:		Date of Request:		hone:	Fax:			Medical Record # (if applicable):							Campath (Alemtuzun Thymoglobulin	nab)		Infecti	on Yes No	
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					Date & Time of Specimen Collection:								1.0	1 .			1 1			1 1 .	

Getting Ready for In Person Events

- Tablecloths and banners are ready to go
- Please let Alexis or I know ~2 months in advance of any conferences you plan to present at/want to table at





Remote and Hybrid Work Committee:

Chris Swan

Amanda Martsolf

Justavian Tillman

Janet Braun

Jenny Adams

JT Ross

Eric Schnable

Lynn Coats

Sobia Shahab

Julie Gutierrez

JoAnne Humphries

WORK WITH PURPOSE: REMOTE & HYBRID GUIDELINES

Reason For Action

- Covid-19 thrust many of us into work from home scenarios and we were able to thrive even under difficult circumstances
- Going forward, more opportunities for work from home and hybrid work schedules are being recognized
- Seizing this opportunity will allow us to be more aggressive and responsive with our hiring and retention strategies

Current State

- We are working under alternative work/remote agreement
 - Set to expire 1/31/22
- Next Steps
 - Utilizing guidelines developed by this committee
 - Employees will no longer be signing an agreement
- Individual appropriateness of remote/hybrid will be assessed
 - Driven by business needs
 - Managers will be given tools for assessment
 - Same job titles may have different appropriateness
 - Example: Research Tech who does mostly wet lab work versus Research Tech whose focus is data analytics

Phase I: Proposed Guidelines Summary

- WUSM has adopted a laissez-faire policy
 - Departments will develop their own guidelines
 - Received guidance that guidelines are more appropriate than policies
- The proposed guidelines include:
 - Definitions
 - Remote
 - Hybrid
 - On-Campus
 - Position and personnel appropriateness
 - Expectations
 - Structure around department responsibilities for equipment

Phase I: Equipment

- Proposed computer equipment packages
- Standard equipment list created for all employee types
 - List will include
 - Computer equipment
 - Accessibility items
 - Accessories
 - Specialty items will be reviewed by managers
- Phones
 - For those who call outside of WUSM frequently
 - Cost comparisons are in progress
 - You will have plenty of notice of any changes to your phone system
 - For those who mostly call within the WUSM/WUSTL system
 - We are encouraging robust use of Zoom and MS Teams for communication

Phase I: Onboarding for New Employees

- Checklist for preparation
 - I-9 completion
 - Badges may not be required for fully remote employees
 - New Employee Orientation
 - Learn at Work
 - Guidelines for filling out compliance profile
- Checklist for first days
 - Includes daily meetings with direct supervisor for 1 week
 - Scheduled meet and greets with team
 - Scheduled time with IT to ensure access to all needed products and VPN

Phase II: Sustainability and Engagement Work with Purpose

- Work with Purpose
 - A guiding principle to help us to create sustainability and engagement
 - Focus on results
 - Mindful flexibility
- Recruitment and retention with an eye on untapped worker talent
 - Focus on underrepresented populations

Phase II: Next Steps

- Review, revise, and improve guidelines with leadership input
- Final decisions on phone needs and equipment by job duties
- Firm up space needs and availability
- Build in sustainability
- Focus on engagement

Alexis Nugent

'TIS THE SEASON FOR GIVING

University Giving Programs

Holiday Outreach Program

- The Holiday Outreach Program is an annual community outreach initiative coordinated by the
 Washington University Medical Center. The program gives participating departments of the
 Washington University School of Medicine, BJC medical campus, and others an opportunity to aid in
 our mission of stabilizing neighborhoods surrounding the medical campus and assist a family in need.
- This year, our family is #29 and consists of Darryl and his son and three daughters ages, 17, 16, 8 and 4. Darryl has been struggling with a number of health issues which makes it difficult to maintain employment. The family is in need of both utility assistance, groceries and clothing assistance.
- Today was the last day to donate and link closed at noon. As of this week the department has raised \$2,425 for Darryl and his family.
- I will send a final post program update on total raised once I get all the information.

University Giving Programs

United Way Campaign

- This fall, Washington University launched Caring for the Community efforts to provide employees with meaningful civic engagement and donation opportunities to give back to the greater St. Louis community. One of those ways to give back is through the annual United Way Giving campaign.
- Help support more than 160 local agencies in the region that create a strong safety net to meet the vast needs of our community so our neighbors always have a place to turn for help.
- Pledging to the WashU United Way effort ends Wednesday, December 15.
- Visit https://unitedway.wustl.edu/donate/ for more information or to make a donation.

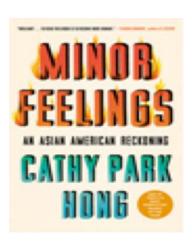
Lauri Thienes

DIVERSITY EQUITY AND INCLUSION (DEI) INITIATIVES

DEI Initiatives

Pathology & Immunology DEI

- Book Club 12/8/2021
 - Minor Feelings: An Asian American Reckoning by Cathy Park Hong



WUSM Office of DEI

- Events
- Training
- Resources
- Anti-Racism
- News & Updates
- Reporting A Concern

<u>Diversity, Equity & Inclusion |</u>
<u>Washington University in St. Louis (wustl.edu)</u>

Danielle Amann-Stewart

ATTENDANCE PRIZE

Department Holiday Party Announcement



Save the date:

Evening of January 8th at the Moulin

Thank you!