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
New Hires and Promotions- Clinical Operations

Laura Severs
Director of Clinical Operations
New Hires and Promotions - Clinical Operations

Maggie Faris
Research Technician II - MS

Melissa Robey
Research Technician II - MS
New Hires and Promotions - Clinical Operations

Sarah Stackle
Grossing Technician

Alexis Ghoston
Grossing Technician
New Hires and Promotions - Clinical Operations

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 a 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 DIVISION 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 eDLP?

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

User Actions to Monitor:
1. File/Copy to USB Drive
2. Website Uploads
3. Printing
4. External Emails
5. 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**

**PHASES:**
- **PHASE 1**
  - **TIMELINE:** 3rd Week May to 3rd Week July
  - **STATUS:** COMPLETED
  - **DEPTS:** CLINICAL DEPTS
  - **DEVICE:** WINDOWS ONLY

- **PHASE 2**
  - **TIMELINE:** 1st Week Dec to 4th Week Dec
  - **TESTING & PLANNING**
  - **DEPTS:** PRECLINICAL DEPTS
  - **DEVICE:** WINDOWS ONLY

- **PHASE 3**
  - **TIMELINE:** TBD to TBD
  - **QA**
  - **DEPTS:** ALL DEPTS
  - **DEVICE:** WINDOWS & MAC

**ENDPOINTS:**
- **PHASE 1:** 12k ENDPOINTS
- **PHASE 2:** 3.5k ENDPOINTS
- **PHASE 3:** 1.5k ENDPOINTS

**TIMELINE:**
- 70% completed: 1st Week Dec
- 20% completed: 3rd Week July
- 10% TBD: TBD

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Secure WUSM
IDENTIFY. PROTECT. DETECT.
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
PROJECT METHODOLOGY

TESTING

QA & USER PILOT

INSTALL

WUSM WORKSTATION

PASSIVE MONITOR

SENSITIVE INFO

PHI, PII, & PCI

ANALYZE

DASHBOARD REPORTING

PROTECT

DATA GOVERNANCE

WE ARE HERE

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This is not a sprint but a **Journey**

**PATH TO DATA GOVERNANCE**

1. Compatibility
2. Listening (Data Collection)
3. User Decision Prompt (Alert)
4. Justification Prompt
5. Block Prompt

**NEED TO GET HERE**

**START**

**WE ARE HERE**

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**SCOPE**

- **REQUEST** eDLP 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
2. Go to Service Catalog & Select Access & Information Security
3. Select Digital Guardian eDLP Exception

**REQUIRED:**

1. Business Justification
2. Reason for exception
3. Device Role Type
4. Primary Contact
5. Device Name(s)
An action to upload a potential sensitive data has been detected. If exception is deemed necessary to conduct business, please submit a ServiceNow exception request for Digital Guardian eDLP.

Information on how to securely transact data using Box and OneDrive can be found here:
https://sites.wustl.edu/itss/secure-wusm/
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
Reuestion Update

• We have updated all 19 requisitions forms
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
‘TIS THE SEASON FOR GIVING

Alexis Nugent
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.
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

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Danielle Amann-Stewart

ATTENDANCE PRIZE
Department Holiday Party Announcement

Save the date:

Evening of January 8\textsuperscript{th} at the Moulin
Thank you!