

Oregon State Public Health Laboratory

Courier Transition Project - Client Training

May 2023

Presenter & Photo Credits:

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Crystal Springs Rhododendron Garden; Portland, OR



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What is the OSPHL Courier?



- Contracted service used by the Oregon State Public Health Laboratory (OSPHL)
- Serves facilities sending specimens to OSPHL
 - LPHAs, FQHCs, SBHCs, non-profit organizations, carceral settings
- Picks up specimens statewide - Delivers to OSPHL
 - Available to facilities sending specimens to OSPHL with few exceptions (e.g., locations very far from routine routes)
- OSPHL provides containers meeting transport regulations

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OSPHL Courier History

- First Request for Proposals (RFP) released over 10 years ago.
- Two subsequent RFPs.
- Senvoy has been OSPHL's contracted courier for over 10 years.
- Performance has waned in recent years, with critical performance concerns.

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Courier Transition

- Goal: Use lessons learned from COVID-19 response, meet current vendor needs, and develop resiliency in OSPHL's courier system
- OSPHL released a Request for Applications (RFA) in Fall 2022



Lan Su Chinese Garden; Portland, OR

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Courier Transition

- Three initial vendor applicants were evaluated
- New Regional Model - June 1st
 - Two vendors chosen
 - Regions defined based on courier service routes - highways, zip codes, courier service models.



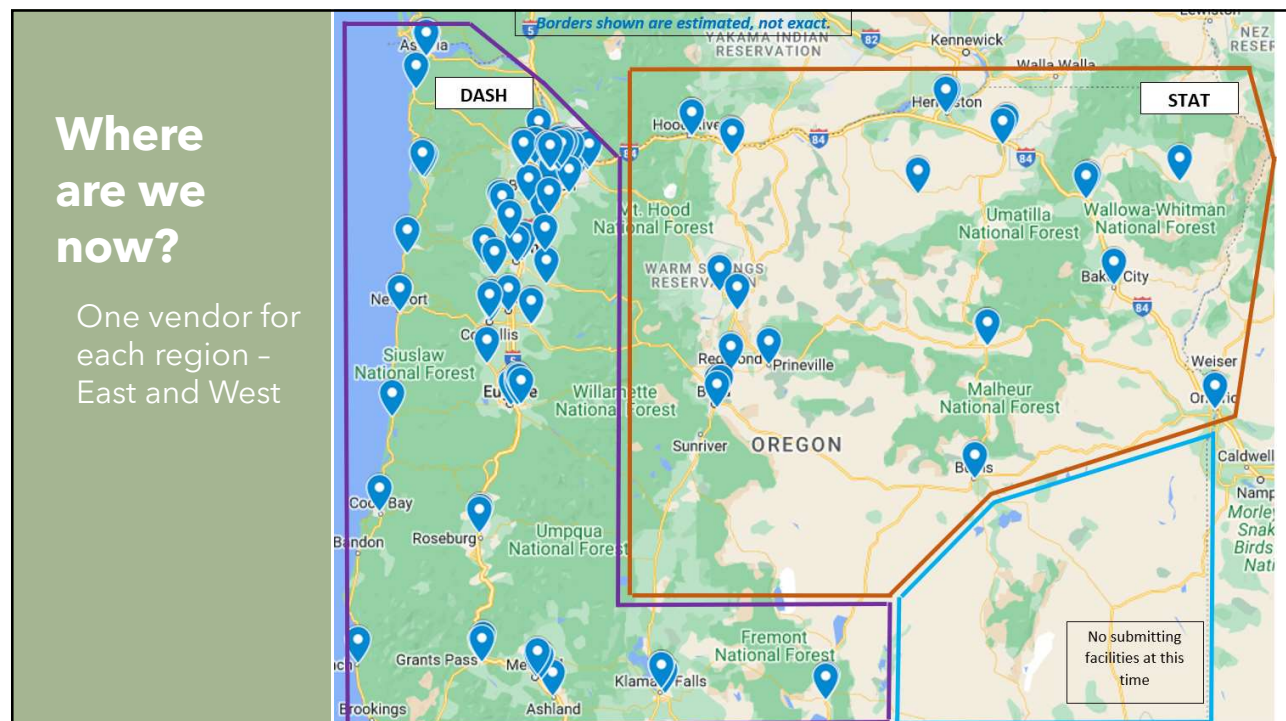
Lan Su Chinese Garden; Portland, OR

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Where are we now?

One vendor for each region - East and West



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DASH Delivery

- Will serve Western and Southern Oregon
- Oregon-owned
- Based in southern Oregon
- 25 years of experience in laboratory and medical courier services
- Approved partner/sub-contractor: Swift Courier - Salem and north of Salem serviced by a partner
- More information: www.dashdelivery.net



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STAT Courier

- Will serve Eastern & Central Oregon
- Based in St. Louis, Missouri; woman-owned
- Specializes in medical and public health laboratory courier services - 13 states
- Previously worked in Oregon for Department of Veteran's Affairs
- Approved sub-contractors: HD Courier and Speedy Courier
- More information: <https://stat-courier.com>









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What's not changing?

-  Collection kits and order process
-  Red corrugated plastic coolers
-  Pre-scheduled pick-up days
-  Lab Test Menu
-  Empty box rotation
-  Base contractual language


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What's not changing

- Manifests
 - Ensure a manifest of specimens in the shipment is included
 - Use our format or yours!
 - Our format has been slightly updated - will be posted on our website

Patient Specific Identifier		Patient Specific Identifier	



**Oregon State Public Health Laboratory
Specimen Transport Manifest**



Date: _____

 Facility name: _____
 Contact person: _____
 Phone number: _____

Select order method:
 Electronic & Remote Data Entry Paper Test Request

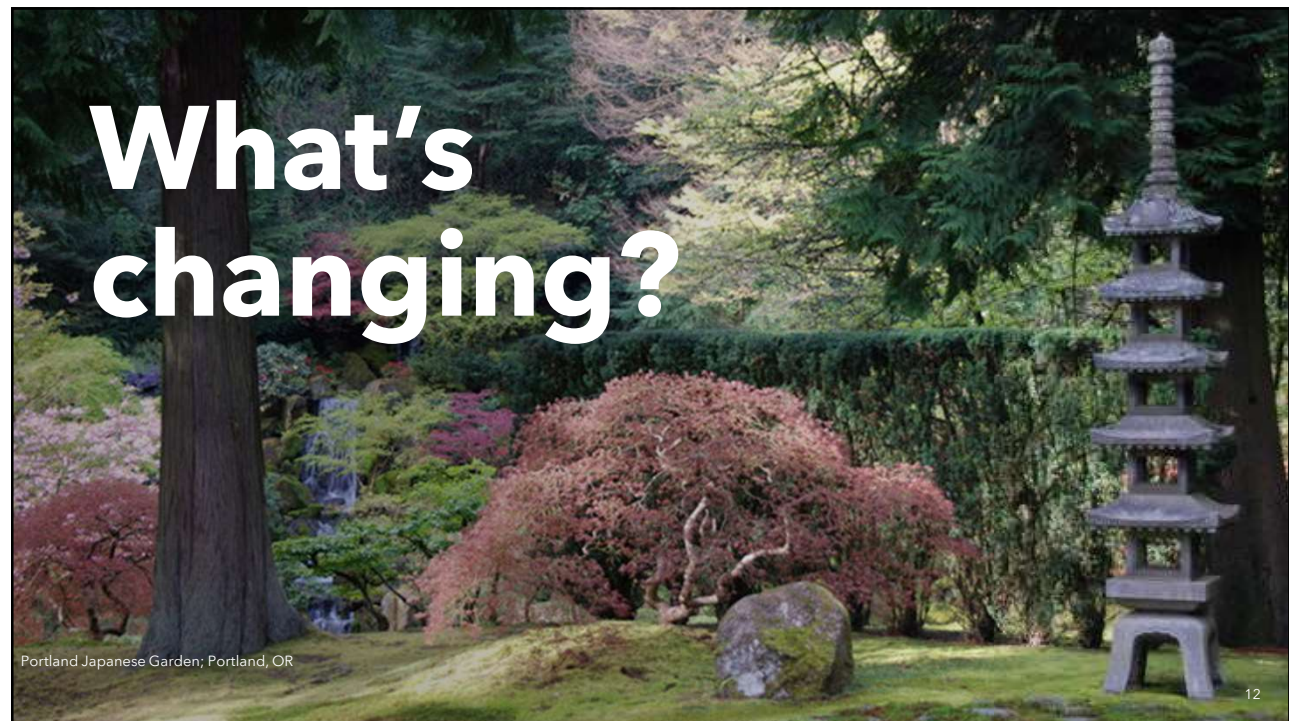
OSPHL ONLY
Number of ice packs and/or cooler condition
 Frozen/cold: _____
 Melted/ambient: _____
 No ice pack = enter test type: _____

OSPHL ONLY
Facility Barcode Number

 # _____

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What's changing?

- Communicating with Vendors
 - Only needed for urgent closures (e.g., inclement weather)
 - Will provide contact information
- Communicating with OSPHL
 - Routine requests
 - New shared inbox: osppl.courier@odhsoha.oregon.gov
 - Online order form
 - Cancel pick-up: email shared inbox
 - Urgent requests: 503-693-4100



A random hike in Oregon or Washington

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What's changing - on-call pick-up

- On-call order requests - Use online form
 - Reduce transcription errors
 - Faster order placement
 - Ensure PHL has everything we need to meet your need
 - Reduce need for call-backs to clarify
 - PHL staff will schedule orders in daily work flows



I have no idea where this was

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What's changing - on-call pick-up

- We will respond to your request within 1 working day - email with order information.
 - *Some service requests will automatically notify us for urgent action.
- Most services will be scheduled for pick up the business day following the request.
 - Urgent needs will still be considered and attempted.
- Let's take a look!

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Box Labeling - Current container shown



- Changes needed to comply with Department of Transportation regulations
 - Issues:
 - Addresses do not state 'To' and 'From'
 - No contact listed on address card
 - Over-labeling empty containers
- Drivers affix new barcodes at each pick up
- Blue tape covers closure to indicate empty

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What's changing - Empty box labeling

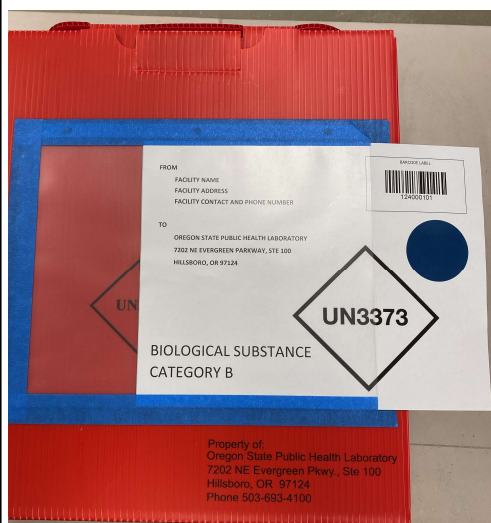


- When you get empty containers:
 - Large vinyl pocket
 - Blue laminated sheet stating “empty cooler”
 - Addresses clearly state ‘To’ and ‘From’
 - Static barcode
 - Color dot for hub sorting
- **Important: Save this sheet!**
 - Flip it over...

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What's changing - Specimen box labeling



- **Flip the sheet over to send out specimens**
- Addresses clearly state To and From
- Facility contact and phone number
- Static barcode - will not change
- UN3373 and Biological Substance Category B*
- Color dot for hub sorting

*Not for use with specimens classified as Category A

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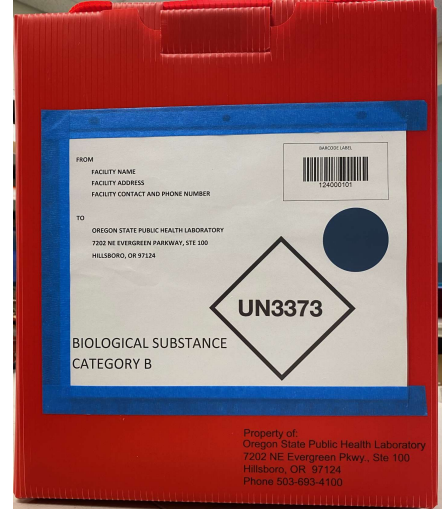
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OSPHL Courier Box Labeling

Empty Container



Container with
Specimens*



*Not for use with specimens classified as Category A

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What's changing - Box labeling

- Start Date:
 - You may see label changes begin before June 1st
 - Begin flipping sheets when you see these containers

15	16	17	18	19
22	23	24	25	26
29	30	31	Jun 1	2

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Expectations

Client Facility (you!)	Vendors & Drivers	OSPHL
Communicate order requests or facility changes with OSPHL (not drivers)	Timely, accurate pick-up and delivery of specimens and supplies	Communicate between facilities and vendors. We are your advocates!
Ask for what you need	Professional behavior	Contract administration
Package specimens safely and accurately	Comply with facility masking requirements and requests	Place orders for as-needed/on-call pick-up
Share what you experience with OSPHL	Pick up only in approved containers and with order placed	Track orders to ensure delivery to the laboratory
Communicate hours changes to OSPHL (including lunch breaks and closures)	Pick up after 9am, before closure, and not during lunch	Update vendor on Facility hours changes
Communicate Facility courier contact changes to OSPHL	Wear uniform shirts and carry vendor-issued identification (badge)	
Stock Category A containers (as applicable)	Comply with all contractual obligations (there are many!)	

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What's next?

- Mark your calendars! Vendors and their drivers will visit each facility site.
 - Week of May 22nd
 - Facility contact
 - May request to take photos



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Pike Place Market; Seattle, WA

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What's next?

Resources: www.bitly.com/phl-courier

- Courier Handbook Updates
- Link to On-Call Pick-Up Form
- On-Demand Recorded Training

Future Communications:

- Pick-Up Timing & Vendor contact information
- Post-implementation evaluations. (Yes, plural!)



Pike Place Market; Seattle, WA

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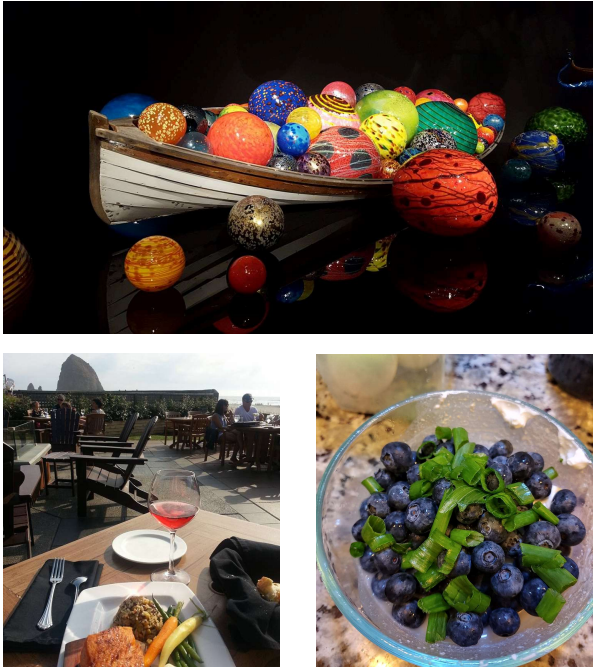
What does OSPHL need from you?

- Engagement and curiosity
- Share this information with your colleagues
- Let us know what your teams see and experience



Sarah's Friend's Wedding Flowers - Poipu Beach, Island of Kauai, Hawaii

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Our Promise

There are times the project will be perfect and beautiful, be well put together and everything is in its place.

There will be times it appears it is a beautiful day, but you know the salmon is a little dry and those carrots are kind of rubbery and weird.

And there will be times we accidentally put the green onions on the blueberry yogurt (gross!), and we'll fix it as soon as we can!


Let's all assume positive intent and everyone is doing their best as we proceed together.

Chihuly Garden and Glass, Seattle, WA
A restaurant at Cannon Beach, OR
Sarah's Kitchen

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What questions do you have? How can we help?



- OSPHL Courier Website:
www.bitly.com/phl-courier
- OSPHL Courier Team Email:
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- Leading the project: Sarah King (Humphrey) -
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Sarah's friend's apartment; Portland, OR

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