



Facility Compliance Metrics for OST Staff

March 30th, 2026

Introductions

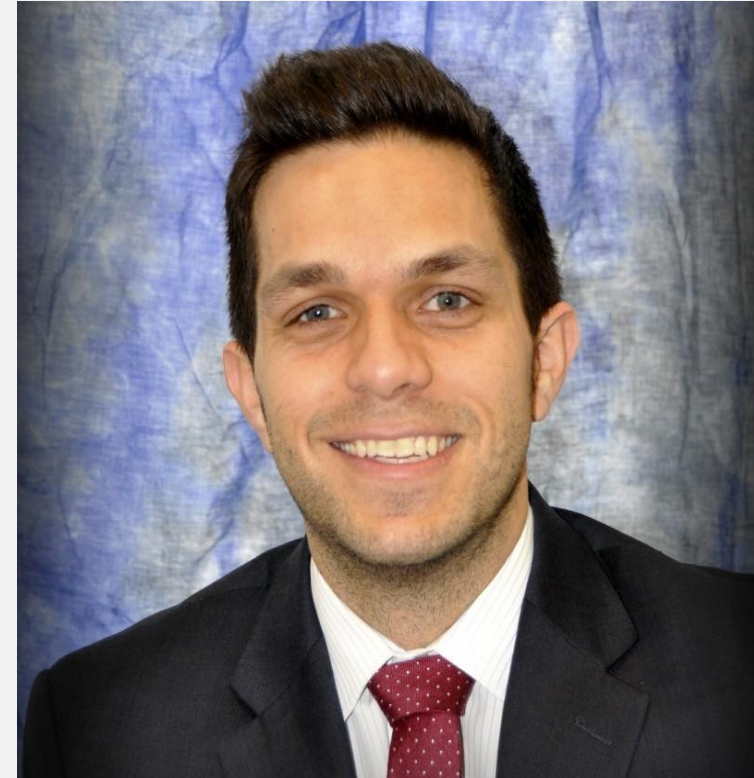
Host's Name: Hayes McLeod

Host's Location: Nashville, TN

(originally North Myrtle Beach, SC)

Fun Fact:

- I've been to 100+ sporting venues (i.e., baseball, basketball, etc.)
- Music City Influence / Favorite Bands
- Visited 10+ National Parks
- I've had less than 10 cups of coffee in my life



Welcome to Facility Compliance Metrics for OST Staff!



SESSION OVERVIEW

This virtual instructor-led training provides Online Specimen Tracking (OST) Staff an overview of how to access compliance metrics within the OST Portal.



WHO SHOULD ATTEND THIS SESSION:

OST Users



SESSION DURATION:

30 minutes



REQUIRED PRE-REQUISITES:

N/A

Agenda

Module	Duration
Course Introduction	5 min.
Facility Compliance Metrics for OST Staff	20 min.
Wrap-up and Q & A	5 min.

Session Logistics

During the session, you may be accessing the NBS 2.0 training environment to submit transactions.

Training Environment	Today's session will provide demonstrations within an NBS 2.0 Microsoft Dynamics training environment. Sensitive information has been masked throughout the session.
Demo Data	All demonstrations and transactions will use test (fake) employees and data to model real scenarios securely.
Environment Disclaimer	Training materials, system settings, and environment may differ from the final production (Go-Live) system.
Session Recording	A recording of this session will be made available in for future reference.

Course Introduction

Introduce course and objectives

Course Objectives

By the end of this course, you should be able to:

- Locate the Compliance Tab in the OST Portal
- Identify out of compliance specimens
- Download the Compliance Report
- Review the Compliance Report

Out of Compliance Specimen

**What is an
out of
compliance
specimen?**

An out of compliance specimen is a newborn specimen not confirmed within seven days of birth.

Compliance Information



California law (17 CCR 6506) public health guidelines mandate specific timeframes to ensure no newborn is missed or faces delayed care.



In the Compliance Report, you can view compliance data from the past six months.



GDSP aims for 91%+ compliance and follows up with facilities below this threshold.

Facility Compliance Metrics for OST Staff

Review and download the Compliance Report

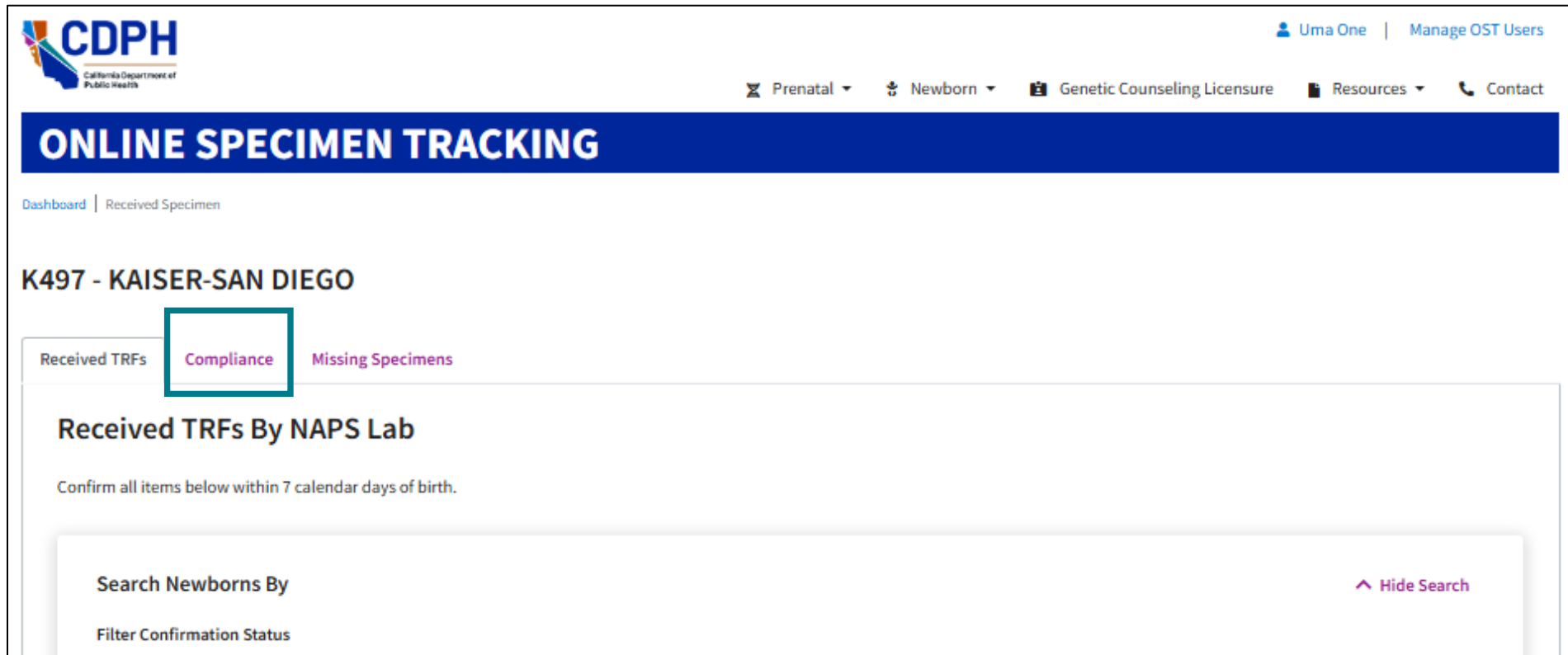
Compliance Rate

**How is the
compliance
rate
calculated?**

The compliance rate equals the number of specimens confirmed in time divided by the total number of specimens.

The Compliance Tab

After logging in, click the **Compliance** tab.



The screenshot displays the CDPH (California Department of Public Health) Online Specimen Tracking interface. At the top left is the CDPH logo. The top right shows a user profile for 'Uma One' and a link to 'Manage OST Users'. A navigation bar includes links for 'Prenatal', 'Newborn', 'Genetic Counseling Licensure', 'Resources', and 'Contact'. A prominent blue banner reads 'ONLINE SPECIMEN TRACKING'. Below this, a breadcrumb trail shows 'Dashboard' and 'Received Specimen'. The main heading is 'K497 - KAISER-SAN DIEGO'. Underneath, there are three tabs: 'Received TRFs', 'Compliance' (which is highlighted with a red border), and 'Missing Specimens'. The 'Compliance' tab content area is titled 'Received TRFs By NAPS Lab' and includes the instruction 'Confirm all items below within 7 calendar days of birth.' At the bottom, there is a search bar labeled 'Search Newborns By' and a filter option 'Filter Confirmation Status'. A 'Hide Search' button is located on the right side of the search bar.

Out of Compliance Specimens

The list of **Out of Compliance Specimens** from the past six months will appear.

Received TRFs

Compliance

Missing Specimens

Out of Compliance Specimens

Download Compliance Report

Specimens must be confirmed or reported missing within 7 days of birth. Specimens that are confirmed outside of this time range are considered out of compliance and are viewable on the downloadable report.

Month ↓	Total Specimens	# Specimens Confirmed on Time	# Out of Compliance	Compliance Rate %	Total Missing Specimens Reported	# Missing Specimens Reported on Time	# Missing Specimens Reported Late
February	17	16	1	94.1%	2	1	1
January	18	18	0	100%	0	0	0
December	15	15	0	100%	0	0	0
November	17	15	2	88%	3	2	1
October	16	16	0	100%	0	0	0
September	14	14	0	100%	2	2	0
Total	97	94	3	97%	7	5	2

Download Compliance Report

To download the Compliance Report, click **Download Compliance Report**.
Click **OK**.

Received TRFs

Compliance

Missing Specimens

Out of Compliance Specimens

Specimens must be confirmed or reported missing within 7 days of birth. Specimens that are confirmed outside of this time range are considered out of compliance and are viewable on the downloadable report.

Download Compliance Report

Month ↓	Total Specimens	# Specimens Confirmed on Time	# Out of Compliance	Compliance Rate %	Total Missing Specimens Reported	# Missing Specimens Reported on Time	# Missing Specimens Reported Late
February	17	16	1	94.1%	2	1	
January	18	18	0	100%	0	0	
December	15	15	0	100%	0	0	
November	17	15	2	88%	3	2	
October	16	16	0	100%	0	0	
September	14	14	0	100%	2	2	
Total	97	94	3	97%	7	5	2

Report Generated

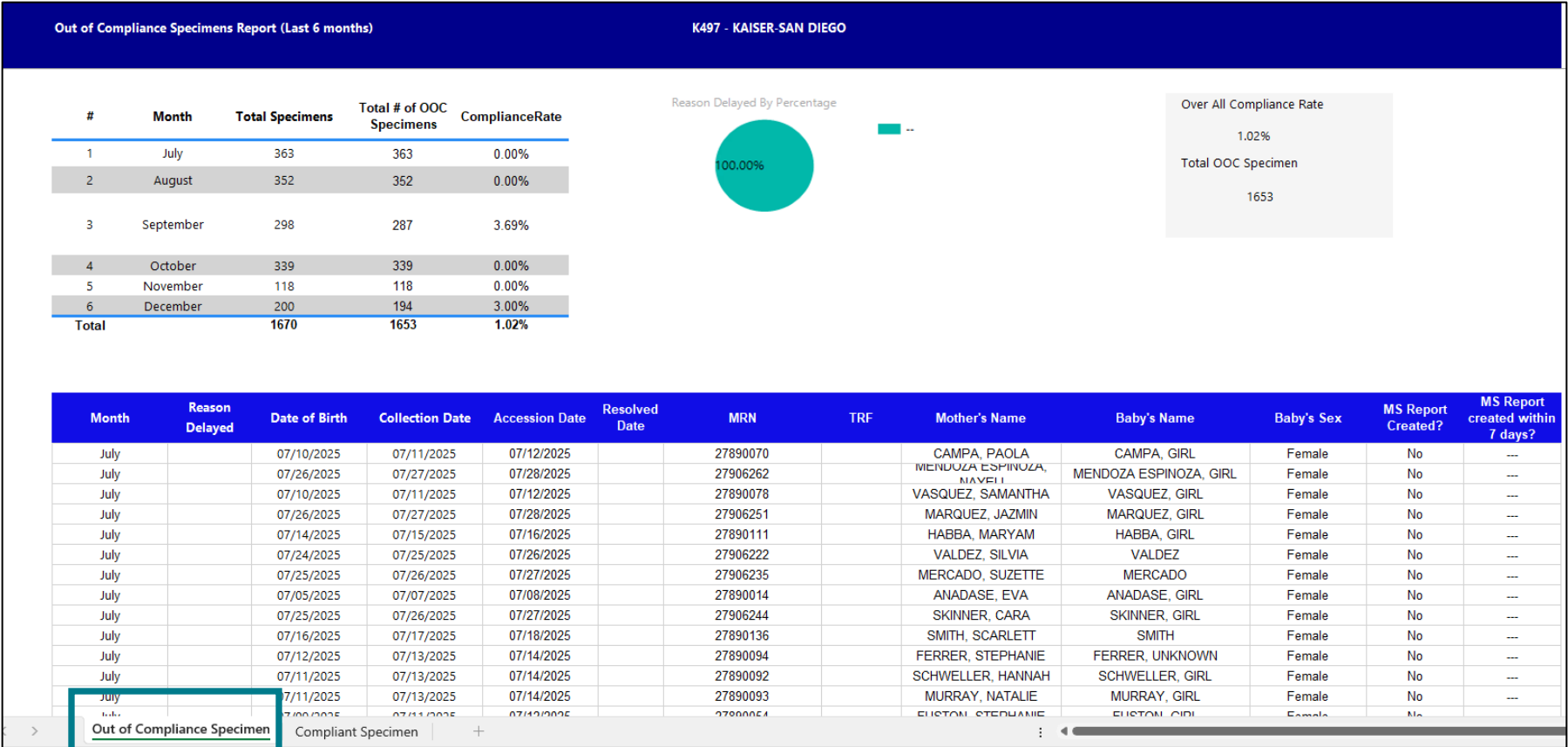
Report Generated. You can now access the download. You may have to approve pop-ups to enable the download.

Cancel

Ok →

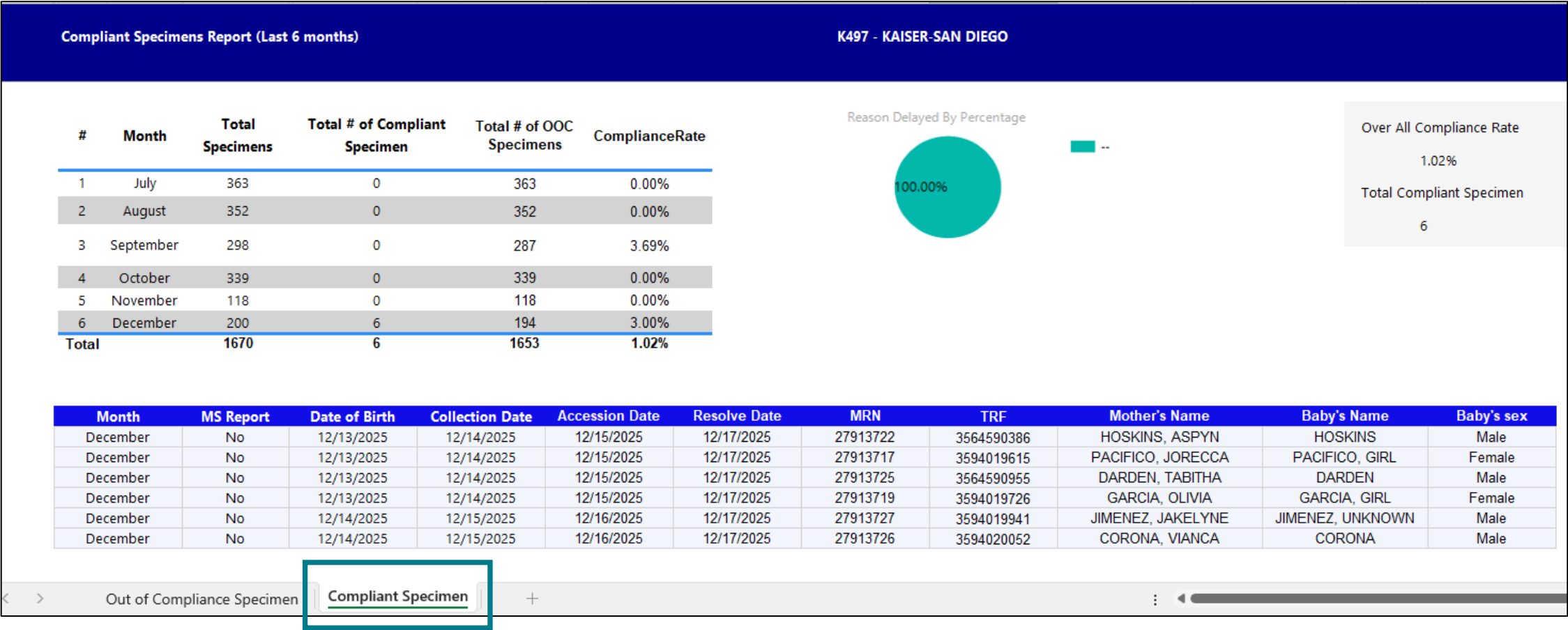
Out of Compliance Specimen Tab

Within the report, the **Out of Compliance Specimen** tab shows the list view of out of compliance specimens. Use this information to plan follow-up actions accordingly.



Compliance Specimen Tab

The Compliant Specimen tab shows the list view of compliant specimens. Use this information to plan follow-up actions accordingly.



Demonstration



DEMO

Facility Compliance Metrics for OST Staff

This demonstration will include:

- Locating the Compliance Tab in the OST Portal
- Reviewing the Compliance Summary
- Downloading the Compliance Report
- Reviewing the Out of Compliance Specimen tab
- Reviewing the Compliant Specimen tab

Knowledge Check

Questions for review and discussion

Knowledge Check Question 1

What is an out of compliance specimen?

- A** A newborn specimen not confirmed within seven days of birth
- B** A newborn specimen moved from one facility to a second facility
- C** A newborn specimen that has been damaged
- D** A newborn specimen that has been improperly labeled



Knowledge Check Answer 1

What is an out of compliance specimen?

A

A newborn specimen not confirmed within seven days of birth

B

A newborn specimen moved from one facility to a second facility

C

A newborn specimen that has been damaged

D

A newborn specimen that has been improperly labeled



Knowledge Check Question 2

How many months of data will the Compliance Tab show?

- A** 1 month
- B** 3 months
- C** 6 months
- D** 12 months



Knowledge Check Answer 2

How many months of data will the Compliance Tab show?

- A** 1 month
- B** 3 months
- C** 6 months
- D** 12 months



Knowledge Check Question 3

How is the compliance rate for timely specimen confirmation calculated?

- A** Number of confirmed test results divided by number of uses
- B** Specimens confirmed in time divided by total specimens
- C** Number of newborns born divided by number of facilities
- D** Specific confirmed in excess of seven days divided by total specimens



Knowledge Check Answer 3

How is the compliance rate for timely specimen confirmation calculated?

- A** Number of confirmed test results divided by number of uses
- B** Specimens confirmed in time divided by total specimens
- C** Number of newborns born divided by number of facilities
- D** Specific confirmed in excess of seven days divided by total specimens



Knowledge Check Question 4

What is the GDSP compliance rate goal?

- A** 50+%
- B** 91+%
- C** 85+%
- D** 75+%



Knowledge Check Answer 4

What is the GDSP compliance rate goal?

A 50+%

B 91+%

C 85+%

D 75+%



Wrap-up and Q&A

Recap learning objectives and clarify questions

Course Summary

You should now be able to:

- Locate the Compliance Tab in the OST Portal
- Identify out of compliance specimens
- Download the Compliance Report
- Review the Compliance Report



Resources

When the system goes live, you'll be able to click the **Resources** dropdown menu to locate resources related to the topics covered in this training.

The screenshot displays the CDPH Online Specimen Tracking web application. At the top left is the CDPH logo. The top right navigation bar includes links for 'Training Testing' and 'Manage OST Users'. Below this is a secondary navigation bar with icons and labels for 'Prenatal', 'Newborn', 'Genetic Counseling Licensure', 'Resources' (highlighted with a red box), and 'Contact'. A dropdown menu for 'Resources' is open, showing a list of links: 'PNS GA Calculator', 'PNS cfDNA/MSAFP Forms', 'PNS Patient Booklet', 'PNS Orders & Results User Guide', 'NBS Results User Guide', and 'OOH, Outcomes and GCL Information'. The main header area features the text 'ONLINE SPECIMEN TRACKING' in large white letters on a blue background. Below this, there are tabs for 'Dashboard' and 'Received Specimen'. The main content area shows 'R777 - STANFORD/LUCILE PACKARD CHILDREN'S HOSPI' with a 'Change Facility' link. Below this are tabs for 'Received TRFs', 'Compliance', and 'Missing Specimens'. The 'Received TRFs' tab is active, showing the title 'Received TRFs By NAPS Lab' and a note: 'Confirm all items below within 7 calendar days of birth.' At the bottom of this section is a search bar labeled 'Search Newborns By' and a 'Show Search' button.

CDPH
California Department of Public Health

Training Testing | Manage OST Users

Prenatal ▾ Newborn ▾ Genetic Counseling Licensure Resources ▾ Contact

ONLINE SPECIMEN TRACKING

Dashboard | Received Specimen

R777 - STANFORD/LUCILE PACKARD CHILDREN'S HOSPI [Change Facility →](#)

Received TRFs Compliance Missing Specimens

Received TRFs By NAPS Lab

Confirm all items below within 7 calendar days of birth.

Search Newborns By [Show Search](#)

- PNS GA Calculator
- PNS cfDNA/MSAFP Forms
- PNS Patient Booklet
- PNS Orders & Results User Guide
- NBS Results User Guide
- OOH, Outcomes and GCL Information