

Penn Cytomics: Promoting Best Practices in a large Shared Resource Laboratory

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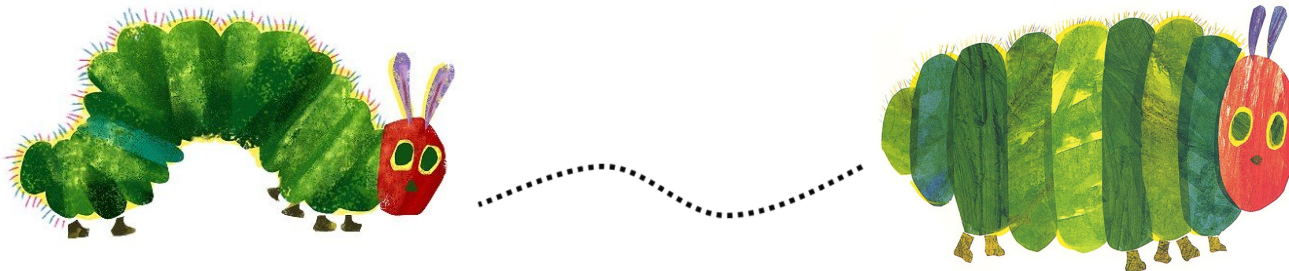
Penn Cytomics and Cell Sorting Shared Resource Laboratory

Perelman School of Medicine at the University of Pennsylvania

Philadelphia, PA

Penn Cytomics is large...and growing...

- One centralized laboratory with 8 satellite locations
 - 37 instruments
 - 9 staff members (not all full time)
- Last year the SRL supported 812 individual users from 264 labs
 - >20,000 hours of usage by investigators in 2022



How do we support this high level of usage?
(While maintaining a high level of service)

Science is not restricted
to the hours of 9am-5pm,
Monday-Friday

We can not expect staff
to work around the clock
to support users

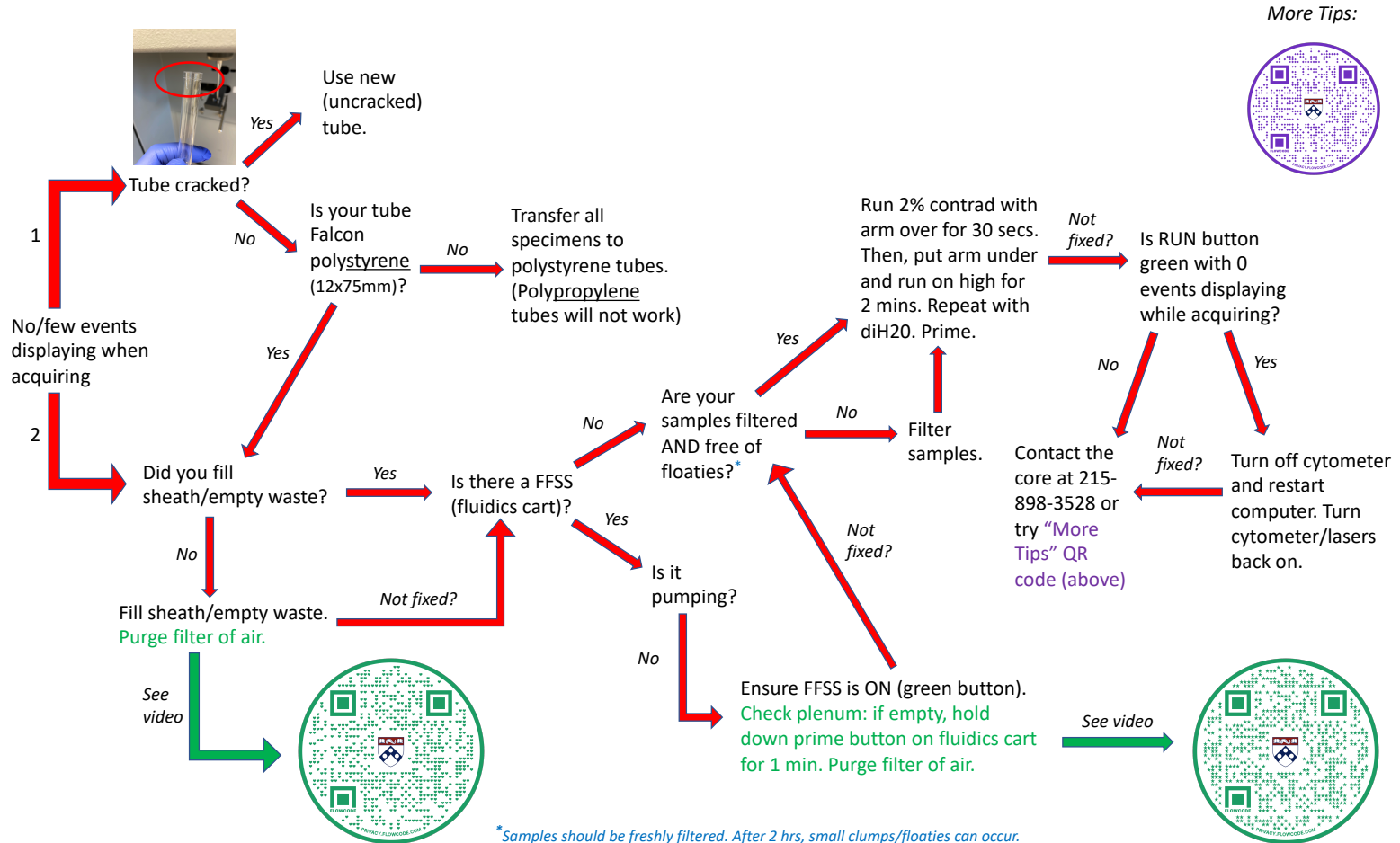
We accommodate research demands through rigorous training and continued support

- In-depth training modules for every instrument
 - Proficiency testing to ensure competency and understanding
 - SRL functionally becomes a 24/7/365 facility, enabling around-the clock service
- Staff perform daily QC/maintenance on every machine
 - Expertise allows us to fix issues in-house
 - Limit instrument down time
- Communication is key!
 - Daily notification of instrument status
 - Email blasts
 - Monthly newsletter
 - Annual user survey – what can we do better?

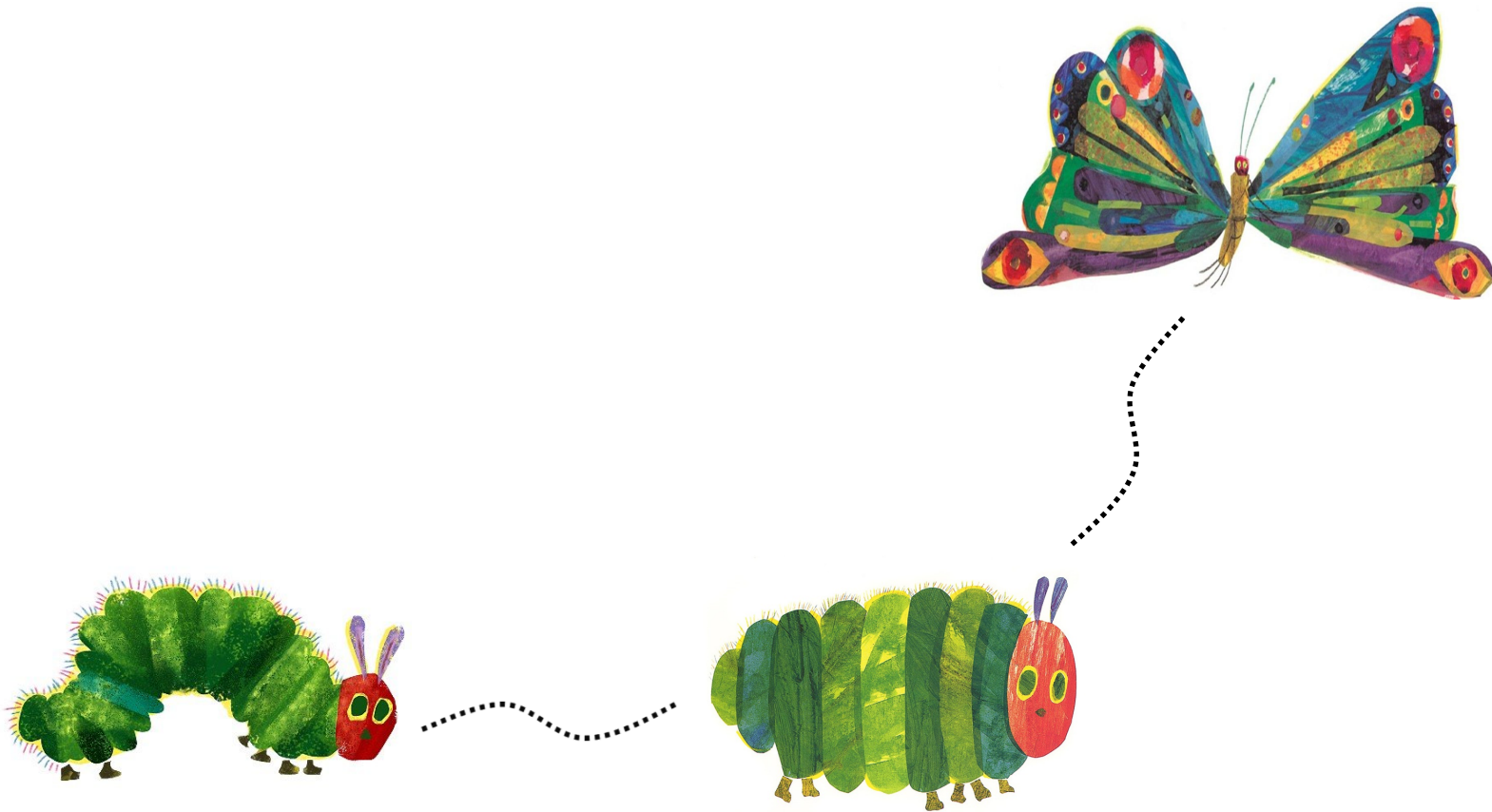
QC COMPLETE

Mindfulness: promote a culture of shared responsibility

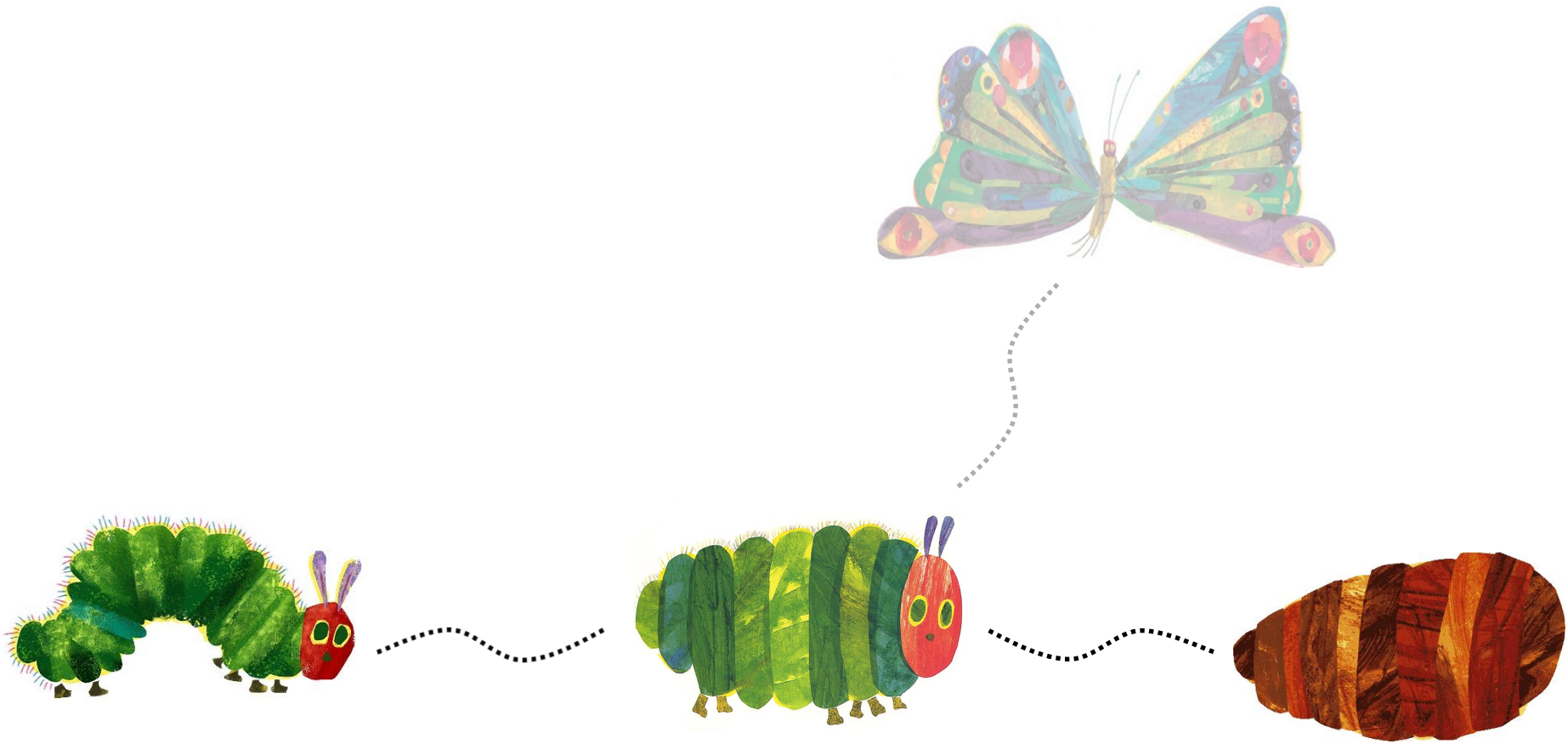
Supplement training with easy-to-use documentation and guides



It is necessary to adapt and change
to continue to meet users' needs



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Acknowledgements

Penn Cytomics

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