Customer Success Story

Marion General Hospital utilizes Autoverification Solutions to help streamline and improve its laboratory workflow

Established in 1896, Marion General Hospital (MGH) has a long history of providing quality care to its patients and community of Marion, Indiana. A 99-bed hospital, with three satellite laboratories and various draw sites, it is important to deliver consistency across the entire organization.

Like any laboratory organization, we were looking for ways to handle our increasing volumes of specimens with our existing, lean staff, said Lori Falk, Laboratory Scientist for Marion General Hospital. We knew replacing our older instrumentation in Chemistry and Immunochemistry with newer, faster more efficient instrumentation was only part of the answer.

Lori said, "Our goal was to improve all aspects of the workflow and efficiency of our workarea at the same time. We knew we had to modernize our manually-intensive methods around processing the specimen also."

> *"They (the techs) do not know how they managed before autoverification and they don't know how they would manage without it."*

Marion General Hospital chose Data Innovations (DI) Instrument Manager middleware along with Ortho Clinical Diagnostics VITROS® 5600 Integrated Systems to provide workflow efficiencies, namely autoverifications.

Making the Transition

This was a big transition for Marion General Hospital to go from a very manually intensive results review process to a highly automated one. In addition, we did not have staff capacity to develop the autoverification algorithms or 'rules' so part of the solution was to include Data Innovations Implementation Services to develop autoverification algorithms and implement the system. Once the system was implemented, Marion General Hospital extensively tested the new automated process before going live and within three months, we were ready.

On the go live date, the DI Implementation Consultant was onsite to make sure that everything went smoothly and to address any issues immediately if they occurred. It turns out everything had been so successful leading up to go live we turned it on and it worked! It was our smoothest instrument conversion.

The Results

"It was amazing to see how much time we got back in our day to focus on the true exceptions. This allowed us to not only process more samples, but allowed us to process them more efficiently and quickly," said Lori Falk. Previously, the turnaround time for a patient results was around 35 minutes. With the implementation of autoverification, we were able to reduce total turnaround time by 14% and achieve over 90% autoverification of results. This is very important, not only because it saves tech time but it allows them time to focus on specimens that really need technologist's time and attention.

Marion General Facts

- *99 Bed Hospital*
- *MEDITECH Client/Server 5.66 LIS*
- *Instrument Manager version 8.12*
- *Processing 600 Samples a day*
- *Autoverification 90%+*

The techs were initially worried about how this transition would take place but these worries were quickly put to rest once autoverification was implemented and the staff began to see the immediate benefits and time savings it provided. "Within a few weeks we had to gone from overwhelmed and short-staffed [prior to deployment] to easily manageable afterwards".

"Today, the techs would be lost without Autoverification in our lab. The time they have gotten back is invaluable," said Lori Falk. "They do not know how they managed before autoverification and they don't know how they would manage without it."

Added Benefits

Instrument Manager, combined with the new Ortho Clinical Diagnostics instrumentation, provided reduced turnaround times for patient results, increased capacity for increasing testing volume but also had an added benefit; specifically a broader in-house testing menu and the associated revenues. With the new efficiencies gained, Marion General Hospital was also able to increase its in-house testing menu by adding three new tests that were previously being sent to an outside reference laboratory. Autoverifcation had given techs the time they needed to take on additional responsibilities and the increased volume without being over loaded.

What's next for Marion General Hospital?

Hematology. With Instrument Manager's ability to address multiple disciplines in a clinical laboratory, Marion General Hospital is able to leverage its investment and proven middleware solution across their entire laboratory.

About Marion General

For nearly 115 years, patients have relied on Marion General Hospital (MGH) and its medical staff to be competent and trusted providers of healthcare. MGH is a not-for-profit hospital, located at 441 N. Wabash Avenue in Marion, Indiana, which provides a wide variety of both inpatient and outpatient healthcare services.

Other MGH facilities are located throughout Grant and Miami counties of Indiana, in Converse, Fairmount, Gas City Swayzee, and Upland to best serve the medical needs of our Healthcare Community.

About Data Innovations

Founded in 1989, Data Innovations® (DI) is the world's largest and most successful clinical and blood laboratory middleware company. With a focus solely on laboratory data management, DI offers the most complete middleware system in the market to manage laboratory operations—including pre-analytical, analytical and post-analytical sample processing and on-clinical tasks such as equipment maintenance and specimen archiving.

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Delivering Tomorrow's Lab, Today