

# Laboratorio RedSalud Case Study

## CUSTOMER SUCCESS STORY

**RedSalud Standardizes Testing Across Its Consolidating Network to Meet Growing Workload with the VITROS® XT 7600 Integrated System**

### The Challenge



#### Serving more than 18 million people

The RedSalud network is comparable in size to competing networks with the resources of foreign ownership—such as Christus Health (Universidad Católica Christus), Bupa (Cruz Blanca, IntegraMédica), and United Health Group (Banmédica)—and yet is responsible for providing clinical services to all 18+ million people of Chile.

#### Increasing volume and clinical complexity

In order to meet growing testing demands across a broad geographic area, RedSalud prioritized the goal of consolidating laboratory operations after the evolution of its network. In recent years, RedSalud incorporated the 32 facilities of MegaSalud, a key part of the labor-union association Chilean Chamber of Construction (CChC) that is charged with providing ambulatory health care benefits to a large part of the Chilean population. Paramount to successfully consolidating the laboratory services was maintaining consistency and reliability in sample processing and methodology. RedSalud chose to implement a “hub and spoke” model that centralized and standardized testing processes in order to manage a workload that is increasing in volume and clinical complexity.

### Customer At A Glance



- The leading private health network in Chile, managed 100% with Chilean funds
- Supports 980 patient beds across the country
- Performs 6 million laboratory tests a year
- Headquartered in Santiago, Chile



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### VITROS® Solutions



#### Automation, efficiency, quality results

RedSalud was the first facility in the world to install the VITROS® XT 7600 Integrated System, an upgrade from the VITROS® 5600 Integrated System and VITROS® 5,1 FS Chemistry System they had been using. Through the automation of VITROS® XT 7600 Integrated System, RedSalud achieves far greater operational efficiency that gives them greater workload capacity without the need for additional analyzers. In addition, VITROS® XT MicroSlide technology enables RedSalud to run some of its testing via 2 tests at once to boost throughput and productivity within the same footprint, with a first-pass yield of 96%.<sup>1</sup> This allows RedSalud to maintain predictable turnaround times and create bandwidth to accommodate emerging technologies and additional complex testing.

By implementing robust Instrument Manager™ middleware, RedSalud was also able to consolidate its data informatics to manage critical patient data across the entire network.

### Results



#### Addressing volume

After adding a second VITROS® XT 7600 Integrated System, RedSalud added nearly half a million tests within 6 months, without the need for additional freezers or refrigerators to store reagents.

**35% increase in hub lab workload**  
**480,000 increase in number of tests**  
**No increase in lab staff**

“The VITROS® XT 7600 System has provided us the technology we needed to enable consistently reliable and accurate clinical diagnoses,” said Dr. Jorge Aldunate Ortega, clinical laboratory manager of RedSalud.

“It enabled us to meet our future needs by making expansion easier throughout our network.”

RedSalud demonstrated sustainable financial performance metrics by controlling costs per reportable result as they increased volume, without the need to grow laboratory staff.

RedSalud has standardized quality control systems using its own tools and IT software and the same reagents to leverage the reliability and consistent quality of test results as a differentiator across the entire network.

### Looking Ahead



Currently, RedSalud has expanded the use of NephroCheck®<sup>aa</sup> from its Clínica Vitacura location to the rest of its network to improve management of critical patients.

RedSalud is expanding its lipid profile to improve clinical patient management by adding assays to its current menu, such as Apo B, Apo A1, and dLDL.

**Reference: 1.** Ortho reference documentation REF-00115 (v.2.1).

<sup>aa</sup>NephroCheck® is not available in the US.

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