

CUSTOMER SUCCESS STORY

Marion General Hospital Utilized Integrated Chemistry Platform and 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 two satellite laboratories and various draw sites, it is important to deliver consistency across the entire organization.

“Like most laboratories today, we were looking for ways to handle our increasing volumes of specimens while working lean,” said Connie Woods, Administrative Director of Laboratory for Marion General Hospital. “We knew replacing our instrumentation in Chemistry and Immunochemistry with an integrated platform was only our first step.”

“As with implementing any new technology, improving the workflow and efficiency of the process was a big part of the project. We needed to move from manually verifying results to autoverifying. We knew we had to modernize our manually-intensive methods around processing the specimen also.”

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

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 a very smooth instrument conversion.

THE RESULTS

“Implementing an integrated platform with autoverification was the right course of action for our laboratory. This allowed us to not only process more samples, but allowed us to process them more efficiently

and quickly,” said Connie Woods. 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 5.67 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 weeks we had gone from stressed and overwhelmed [prior to implementation] to easily manageable afterwards.”

“Today, the techs would be lost without autoverification in our lab. The time they have gotten back is invaluable,” said Connie Woods.

ADDED BENEFITS

The new Ortho Clinical Diagnostics instrumentation combined with Instrument Manager, 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. Autoverification had given techs the time they needed to take on additional responsibilities and the increased volume without being over loaded. With such a smooth and successful implementation of autoverification in Chemistry, Marion General added autoverification to their hematology department as well.

What’s next for Marion General Hospital?

enGen Automation. “I’m very excited about the prospect of getting line automation. I never thought it would be feasible for a lab our size. Line automation has been available for large labs for years, but now that it has been scaled down for smaller labs, we are seriously considering this technology. In today’s healthcare environment, it makes sense to embrace more automation.”

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.

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