

Custom Solution Links Draw Stations to Main Facility



Background

The client had a homegrown Laboratory Information System (LIS) and no prior information technology to link their draw stations to their clinical laboratories. As their outpatient test volume grew, so did the strain on their manual processes. M+H was asked to review the IT landscape and propose a solution.

Business Challenge

In addition to the normal requirements, this case also offered the challenge of being the first software ever deployed by the customer in draw stations. This meant supporting a large population of users who had never used software at work.

Solution

Our solution is a web-based application suite which includes linkage to the Laboratory Manual system (also an M+H system), and linkage to the Custom Requisition system (also an M+H system) so that the computer screen closely matches the printed page.

Since this was the first automation in this area, we had to add support for management reports, tube-tracking and paper requisition scanning.

When the hospital acquired a large local practice, we dropped our solution into their site with a 45 minute kick-off meeting and no other preparation. That doctor's office has used the software continuously ever since, over three years as of this writing.

When the solution was two years old, the client brought in a commercial, off-the-shelf LIS but decided to keep our solution, so our solution had to be modified to interact correctly with the new LIS.

When the modified solution was a year old, the client added the requirement that we support Medicare Advance Beneficiary Notice (ABN) generation, which we did.

Results

Using our understanding of the hospital's existing IT infrastructure and specimen collection and analysis process, we provided a missing crucial puzzle piece which made the draw stations more efficient, more effective and more accountable, as well as reducing the effort required to receive and process outpatient specimens.