

Creating value at Academic Medical Centers

Helping Northwestern expand in a big, broad, and personal way

Situation

Northwestern Medicine is the shared strategic vision of Northwestern Memorial HealthCare and Northwestern University Feinberg School of Medicine. Quest Diagnostics has had a relationship with these institutions for years, but when Northwestern was looking to expand their reach across Illinois, our collaboration took off in a bigger, better, and more personal way.

Challenges

The hospitals Northwestern acquired had contracts with other commercial labs. With over 50 lab partners, staff was challenged to keep up and manage it all. In fact, Northwestern was paying up to 3 times as much to a boutique lab for a test Quest also offered. The goal for Northwestern was to consolidate the number of lab partners to help streamline operations and reduce costs, but without compromising quality and the ability to serve more patients.

Solution

Quest drove a collaboration strategy that was based on a deep analysis of lab test data and pricing. The collaboration features Quest's broad and innovative test menu, which gave Northwestern the ability to reduce the number of lab collaborations. In addition, Quest provided Northwestern with a dedicated service team to quickly resolve any test issues that occur.

Results

Consolidating tests to Quest enables Northwestern to take advantage of GPO cost savings and have a more efficient workflow. In addition, better IT integration reduces the amount of time staff has to spend tracking down test results or reconciling invoices for patients.



Learn more about how Quest serves Academic Medical Centers.

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