

# Collaborating to standardize

## testing amid a large health system merger

As healthcare organizations continue to expand scale, they can often face challenges with establishing protocols and standardization of care. For clinical drug monitoring, health systems must also meet the needs of the community, as every patient population is truly unique.

For years, we've worked with hospitals and health systems of all sizes to implement drug testing solutions that standardize testing approaches across organizations. We align our data, insights, and expertise with your needs to help better serve your patients and the community.

### Situation

Two mid-sized regional health systems in the Midwest began a merger during 2018. Upon merger, RFP was issued to various lab vendors seeking to streamline test utilization management and operationalize a single, joint core laboratory:

- 30 hospitals
- 6,659 beds
- 8,533 physicians

The community that these organizations serve has a high incidence of drug misuse and associated death rates.

### Challenges

This health system faced several challenges:

- Medical advisory board lacked the ability to monitor and manage test utilization across the growing organization
- Testing was not standardized, which led to duplicate testing, inconsistent clinical values, and higher patient out-of-pocket costs
- Lacked the ability to develop custom test panels based on the various needs of their patient population

### Solutions

We collaborated with the organizational administrators and laboratory stakeholders to ensure their key needs for test utilization management and test offering were met:

- Provided an analytics and test utilization management offering
- Created testing consistency across the organization by standardizing the source of toxicology testing through a single-source vendor
- Supplied a variety of testing to meet various stakeholder needs and better serve patients, including pain management, primary care, and behavioral health

### Results

Working together, we were able to help the health system:

- Offer test panels that meet the needs of providers and of patients
- Manage costs more efficiently and streamline organizational workflow
- Provide educational support resources for staff and patients
- Improve turnaround time on toxicology testing by 33%



**Learn how we can help you meet your challenges.**

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