

Collaborating to help

health systems standardize testing and patient care



There are a number of challenges in developing and implementing a responsible drug monitoring protocol: the complexity of health systems and protocols, physician resistance to being told how to practice medicine, difficulty in data integration, and lack of technical understanding of drug testing. We combine our data, insights, and expertise with your capabilities to help develop an appropriate clinical drug monitoring program.

For years, we've worked with hospitals and health systems of all sizes to implement drug testing solutions that standardize testing approaches across organizations and make a positive impact in local communities.

Situation

This regional, mid-sized health system was looking to mitigate their risk by having an efficient protocol that standardized clinical drug monitoring:

- 242-bed hospital
- 329 physicians across various outpatient settings, including primary care, pain management, and behavioral health
- 1.2 million-plus patient population

Challenges

This health system faced several challenges:

- Use of various test vendors created obstacles for establishing a standard across the health system
- Difficulty finding a drug monitoring system that could integrate seamlessly with owned practices' EHRs
- Needed broad test offerings to meet the needs of different patient population (e.g., chronic opioid therapy and substance use disorder) and different settings (e.g., pain management, primary care, behavioral health)

Solutions

We collaborated with hospital administrators and leadership in the Behavioral Health department to help them develop an appropriate clinical drug monitoring protocol and provide clinical drug monitoring solutions that surpassed their current capabilities:

- Our medical staff provided technical consultation and reference material that allowed the health system to develop a protocol that was tailored to various member needs
- We interfaced with their existing EHR, merging drug monitoring data and medical records
- We delivered health system-wide access to a broad test menu for clinical drug monitoring including state-of-the-art testing with enhanced sensitivity to better detect commonly used opioids and benzodiazepines
- Continue to provide ongoing education for the organization to support the clinical drug monitoring program

Results

Working together, we were able to help the Health System:

- Optimize care and costs related to clinical drug monitoring
- Manage costs more efficiently by using a single-source vendor and streamlining workflow; the customer was able to direct work in-house
- Make more informed patient care decisions
- Improve test turnaround times
- Drive improved efficiencies in obtaining, sharing, and integrating health information through EHR integration
- Follow up program start with regular in-service sessions for physicians and staff featuring testing experts



Learn how we can help you meet your challenges.

Talk to your sales representative, or visit QuestDrugMonitoring.com

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