



ACCU-CHEK® Inform II

The results are in: Accu-Chek® systems stand the test of time

How two hospitals found a proven partner in Roche



Ask those who enjoy a strong vendor relationship: The benefits of a long-standing partnership are invaluable

Establishing strong vendor relationships is especially important in healthcare, where clinicians depend on equipment and supply partners to help ensure proper patient care. Just ask Linda Kuhn, BA, MLS (ASCP)^{CM}, clinical laboratory point of care testing coordinator at OSF Healthcare Saint Anthony Medical Center, and Rita Highland, MS, MT (ASCP), laboratory technical specialist/point of care coordinator at SwedishAmerican Hospital, a division of UW Health. Located in Rockford, Ill., both hospitals have relied on Roche blood glucose monitoring systems for more than 30 years combined. While these two institutions differ, they both currently use the Accu-Chek Inform II system, and their reasons for remaining with the Accu-Chek brand strike similar chords of reliability, ease of use and support.

Tried and true

At OSF Healthcare Saint Anthony Medical Center, where Kuhn has been the point of care coordinator since 1993, the vendor relationship with Roche began around 2000, when the hospital switched from another meter manufacturer. The ability to deliver reliable results was one of the deciding factors that led the hospital to choose Roche in the first place, and continue to use the Accu-Chek Inform II system today.

“We switched to Roche around 2000, when the Accu-Chek® HQ system came out,” Kuhn says. “The Accu-Chek meters have always been very good. It’s one of the main reasons why we have stayed with Roche.”

The 252-bed tertiary care facility performs about 12,000 point-of-care tests every month, according to Kuhn. Nearly 10,000 of those tests are performed with blood glucose meters. For Kuhn, who’s in charge of all the training, competency assessments, quality control plans and results monitoring, accuracy is critical with blood glucose monitoring.

“Accuracy and precision are obviously going to be our top priorities in the lab,” Kuhn says. “Roche has always been able to provide the accuracy, as well as ease of use for our staff.”

In addition, Kuhn especially likes how the Accu-Chek Inform II meter makes it easy for her to simplify testing procedures for her staff. For example, if an operator receives a result that’s above or below the Critical Range threshold, Kuhn has programmed the meter to produce a pop-up window that instructs the operator on what to do.

Ease of use is also an important factor for Highland, who’s been at SwedishAmerican Hospital for 42 years, serving as its point of care coordinator for the last 10 years.

“We have a lot of nurses using the device, and they’re happy with it,” Highland says. “That’s why we’ve stuck with Accu-Chek.”

Profiles in Partnership

OSF Healthcare Saint Anthony Medical Center

850 trained Accu-Chek operators
9,000–10,000 blood glucose tests per month
With Accu-Chek since 2000

SwedishAmerican Hospital

300+ beds
950 trained Accu-Chek operators
With Accu-Chek since 2001



Answering the call, whenever it comes in

For Highland and Kuhn, reliability covers more than just the meter itself. It also means knowing there's always someone there who can answer their questions, which is vital to keeping their hospitals' blood glucose testing on schedule.

"In healthcare, you can't be down. You've always got sick people," Highland says. "You've got to have that support there to keep going."

That's why Highland and Kuhn are both big fans of Accu-Chek technical support, which offers live assistance 24 hours a day, seven days a week, 365 days of the year. The technical support team has a tiered structure, which focuses on first-call resolution.

"The technical support representatives are great," Kuhn says. "When I call, they always have the answer to my question. If not, they get back with me."

Kuhn recalls that when OSF Healthcare Saint Anthony Medical Center upgraded its Accu-Chek meter and corresponding firmware, Accu-Chek technical support walked her through making changes to her software program. Afterward, it even provided a direct contact number so she could talk with her trainer if she had any additional questions. It's that kind of commitment to customer success that establishes a strong foundation for a long and successful vendor relationship.

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Rita Highland, MS, MT (ASCP), Laboratory Technical Specialist (POCC), SwedishAmerican Hospital

For more than 20 years, providing care you can count on

From reliable, accurate results to dedicated customer support, both OSF Healthcare Saint Anthony Medical Center and SwedishAmerican Hospital have enjoyed the benefits that come from a long relationship using Roche's Accu-Chek blood glucose monitoring systems, and they're not alone. Over the last two decades, a lengthy list of hospitals and other healthcare institutions of all sizes have come to experience the Accu-Chek difference.

If asked what is the secret to staying in a long-lasting vendor relationship, Accu-Chek customers would probably say it's about more than selecting a vendor. It's about choosing a partner who's willing to go the extra mile, one who stays committed to their continued success, even as the years go by.

**Discover the Accu-Chek difference.
Learn more at accu-chekinformii.com**

What do you appreciate most about Accu-Chek?

"The support."

Rita Highland, MS, MT (ASCP)

"Ease of use, accuracy and the tech support line."

Linda Kuhn, BA, MLS (ASCP)^{CM}

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