

Blessing Hospital finds solution to improve ED TAT and help support patient care

“Before we installed our two cobas e 411 analyzers, our physicians didn’t have a deep level of trust in the results. Now that they have confidence it has stopped the routine practice of running duplicate tests or re-running tests in the light of surprising results. This, combined with better reagent stability has reduced our reagent costs for cardiac parameters by about \$50k a year.”

—JANEEN HAM

LAB CHEMISTRY SECTION HEAD
BLESSING HOSPITAL – QUINCY, IL



Facility:	Blessing Hospital, Quincy, IL
Number of beds:	403
Annual test volume:	1 million chemistry 50,000 immunoassay tests
Challenge:	Reliability with IA platform and test results create challenges with ED TAT, physicians and patient care
Solution:	Roche cobas e 411 with 9 minute STAT assays

Blessing Hospital is a very visible and important part of the local rural community in Quincy partly because it’s the largest employer in the county, and partly because of its focus on stroke, cardiac and trauma emergencies that touch many families in the county. As the largest hospital within a 100 mile radius, they have a heavy workload and the laboratory works 24/7 to meet the demands of their clinicians.

The cobas difference: helping to build a true partnership between the lab and physicians

The Roche Elecsys Troponin T test is just one example of how the laboratory was able to work hand-in-hand with physicians to introduce an assay that has made a real difference to patients in the emergency setting. The speed of the test has taken everyone by surprise: 9 minutes to run Troponin T, enabling a 30 minute Door-to-Cath lab TAT; and NOT at the expense of accuracy or quality. Janeen Ham, the Laboratory Chemistry Section Head has witnessed how such speed and reliability has transformed the working practices of every physician in the Emergency Department.

This demonstration of result quality is vital, because without it, improvements in TAT would be meaningless and in the case of Blessing Hospital, which has to cope with 50,000 ER patients per month, fast yet consistent turnaround times are essential.

Fred Voshake, the Quality Assurance Manager has been at the heart of many critical decisions regarding the continuous improvement of their laboratory services. He recognized that their old immunochemistry service was inconsistent and knew that the reputation of the lab was suffering because of it. So Fred and his team set out to find a system and a partner that they could rely on since strong laboratory performance is critical to maintaining the appeal of Blessing Hospital for lab personnel, physicians, surgeons and, of course, patients. Since the installation of the **cobas e 411** analyzers, the reputation of the lab has risen markedly and manifests itself in improved patient care and reduced waste and cost.



Teamwork, Roche support and a ‘Can Do’ spirit bringing tangible benefits to a close-knit community



Michael Johnston, the Director of Laboratory Services is convinced that the team spirit and great staff morale throughout the hospital is a crucial element in helping them maintain such a high level of service to the local community.

“Without us all pulling together it would be difficult to provide the service we do, and in my role, I see that working with an outstanding partner such as Roche and having their cobas e 411 analyzer series on board for accurate and fast results in the ER is the cornerstone of that service provision. It gives us the confidence to handle any level of workload and also to be very proactive and offer new services and improvements to existing ones.”

A perfect example of this can be found in the way that both the ER Physicians and the laboratory adapted so quickly to the adoption of the new Troponin T assay which replaced Troponin I. Before the proposed switch to the new test, Roche provided training for the ER Physicians from a respected Cardiologist so that the differences between the tests and their medical relevance were fully understood.

“When we learned about the greater sensitivity of the Roche Elecsys Troponin T assay and how quickly we could get results, then it became an easy decision to switch, but of course we were still apprehensive beforehand. In the end, after running the two tests in parallel for just a week, we were sold on the idea and immediately dropped the old assay and continued to rely on the new Roche Elecsys Troponin T assay.”



—DR. THOMAS CLIATT
SPECIALIST IN EMERGENCY MEDICINE
BLESSING HOSPITAL



A future as part of a wider community

As the hospital and the laboratory evolve over time, the pressure to shorten TAT and the need to do more with fewer people will remain. Even so, Jill Stegeman, Laboratory Manager, is confident that they have found a partner who shares their visions and is not overwhelmed by the demands made on them. “We need excellent technical and application support. We need great training and continuing education. We have a vision for the future and we want a partner who shares the same vision. We want to promote partnership and foster a long-term relationship.”

Fred Voshake couldn't agree more about the needs of the future and the growth potential of the laboratory. In fact, he welcomes growth and the challenges ahead and sees Roche as a solution to their goals and challenges. “We expect growth and we want to grow with the right people and we need the tools to build for tomorrow. We believe that Roche can help us build this future.” The next important step for Fred is to move towards greater automation and with this in mind, Fred and his team have begun to evaluate Roche's **cobas** 6000 and MPA (**MODULAR PRE-ANALYTICS**) solution for the routine workload of the lab.

Jill was convinced of the potential power of such a partnership when she attended **SmartLab 2010**, a Roche sponsored education event, where customers meet to learn about industry topics and each other's experiences. She recognized from this community of peers that her team had made the right choice for the future.



“We know we are not Roche's largest customer, but they make us feel like we are.”

**For more information, contact your Roche Diagnostics representative,
call 1-800-428-5076, or visit www.mylabonline.com.**

COBAS, LIFE NEEDS ANSWERS and MYLABONLINE are trademarks of Roche.
© 2011 Roche Diagnostics. All rights reserved. 467-50712-0711

Roche Diagnostics Corporation
9115 Hague Road
Indianapolis, IN 46256
www.mylabonline.com

PP-US-00221