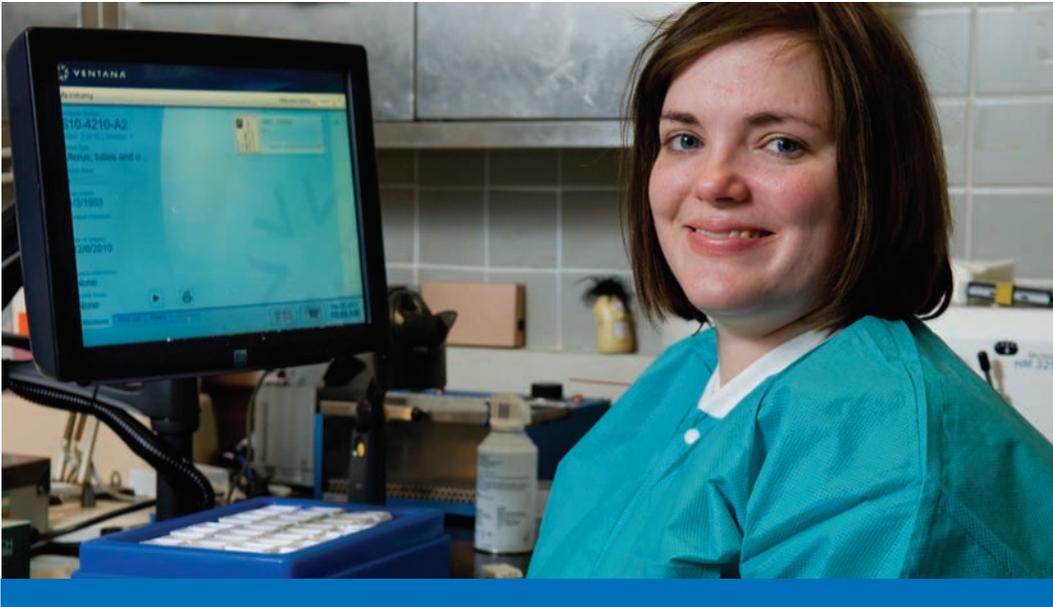


Customer Snapshot



Self Regional Healthcare

Self Regional Healthcare's motto is "Only at Self." They're the only medical system in seven counties to invest in the industry's most advanced diagnostic technology, and the only recipient of South Carolina's highest award for outstanding achievement in the development and implementation of quality management systems. That commitment to quality extends to every area of the hospital, including the anatomic pathology (AP) lab, which recently overhauled processes and invested in the Ventana Medical Systems, Inc. (Ventana) Patient Focused Solution.

Background

Self Regional is a community hospital that has grown into a major referral and medical center, providing advanced healthcare services to a population of more than a quarter of a million people in the Lakelands region of upstate South Carolina. The AP lab processes more than 25,000 cases per year.

A hospital-wide initiative to reduce patient ID errors included the AP lab, where management sought to ensure that cancer diagnostic processes were as accurate and efficient as possible. Leadership began to research solutions to ensure positive patient identification and chain-of-custody tracking from the time a specimen enters the lab until delivery of a diagnosis.

"In histology, it was difficult to determine where an error occurred; there were so many steps and such little transparency. VANTAGE provides the visibility we need."

—Gail Anderson, LIS Manager

SELF REGIONAL HEALTHCARE

Greenwood, SC

- Founded in 1951 by Mr. James C. Self
- 414 beds

Histology volume

- 25,000 cases per year
- 85,000 slides per year

AP staff

- 4 histotechs
- 1 histology supervisor
- 1 AP director

Ventana

Patient Focused Solution

- 1 VANTAGE Workflow Solution
- 1 SYMPHONY H&E stainer
- 1 BenchMark ULTRA IHC/ISH stainer
- 1 BenchMark XT IHC/ISH stainer
- 1 NexES Special Stainer
- 1 VIAS (image analysis system)

Workflow assessment identifies opportunities for improvement

Following implementation of new Ventana staining equipment, the AP lab team asked the Ventana Workflow Consulting team to perform an assessment of the lab to identify opportunities to reduce the number of potential error points. The Workflow Consulting group identified 17 specific opportunities to eliminate waste and automate manual and redundant processes. They also recommended the VANTAGE system, the market's only full lab process management suite designed to remove variability, increase safeguards, and offer chain-of-custody visibility.

“With any purchase or process change, improving patient safety is our number one goal.”

—Gail Anderson, LIS Manager

VANTAGE reduces risk of errors

Self Regional acted quickly on the recommendations from Ventana. “We knew from our history with Ventana that VANTAGE would not be a static product, and that it would continue to grow and improve with us over time,” explained Histology Manager Kathy Hill.

The VANTAGE system immediately reduced the risk of labeling errors through its single-label system. “It’s now one label for H&E, special stains and IHC’s. It’s not different labels for different machines,” said Hill. “We now spend a lot less time worrying about errors and more time focusing on delivering a good product.” The system also gives Self Regional the ability to track quality issues and, at the same time, reduce paperwork and eliminate non-value added steps.

“In the clinical lab, we use barcode scanners when we draw blood. There’s no reason we shouldn’t be doing the same thing for tissue specimens. VANTAGE is a huge step forward for histology.”

—Randy Litzenberger, Lab Director



“VANTAGE makes us more aware of our processes and how to modify them. It helps us identify processes much better than our old method, and was the driving force of the purchase.”

—Brenda Smith, Risk Manager

Results

Self Regional automated their processes and significantly reduced the risk of labeling errors. As a result of the VANTAGE implementation, Self Regional:

- Increased lab productivity by 7.5% per pay period
- Achieved 8% higher test volume per FTE
- Improved turnaround time at accessioning due to automation and single-piece flow
- Reduced overtime hours
- Gained the ability to track errors, providing the opportunity for immediate quality improvement

The VANTAGE workflow solution brings a new level of quality and patient care to Self Regional’s AP lab, and it exemplifies the hospital’s commitment to “bring advanced care closer.” “From my perspective,” said Hill, “VANTAGE is the best thing that’s happened in histology in 100 years. It’s a system that touches the life of every one of our patients.”

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