

Bringing Reference Lab Services Closer to Home

How Clinton Memorial Hospital benefited by going local.

THE CLIENT

Clinton Memorial Hospital (CMH) in Wilmington, Ohio, is a 95-bed acute care facility that's been taking care of the local community since 1951. The hospital offers a full line of services that ranges from surgery and intensive care to obstetrics, emergency services, and a variety of different medical specialty areas. In 2008, Cathy Listermann—who has worked in laboratory medicine since 1975—was the lab manager at CMH.

THE SITUATION

As a full-service regional hospital, Clinton Memorial maintains its own clinical laboratory but also depends on the assistance of a reference lab for esoteric tests and other tests beyond the scope of its in-house capabilities. Prior to its partnership with CompuNet Clinical Laboratories, CMH used a reference lab located more than 1,500 miles away. Cathy was pleased with the lab's performance until an unexpected system change at the reference lab resulted in multiple and repeated specimen rejections that interfered with Clinton Memorial's ability to meet its strict standards for high-quality patient care.

Combined with the closing of the Wilmington DHL shipping facility—a blow to the local economy which created an obstacle to delivering specimens to the remote reference lab—Cathy decided that CMH needed a local reference lab to help elevate the level of patient care at the hospital and to do more to actively buoy the local economy. Familiar with CompuNet and its capabilities through her time in the industry and previous meetings with its account services staff, Cathy began exploring the potential of a partnership between CMH and CompuNet.

THE COMPUNET SOLUTION

Once Cathy got approval from key medical staff and Clinton Memorial's lead pathologist to bring CompuNet onboard as the hospital's reference lab, the CompuNet team immediately began working with CMH to build a comprehensive test menu and implement a multi-faceted transition plan. After the test menu was complete, CompuNet started providing reference lab services. A secure IT interface was deployed and a courier service was put in place (it grew from one to three stops a day over time). CompuNet also conducted multiple CMH training sessions and stepped in to support the hospital's needs when its lab was down to a single histologist and when its resident cytologist was gone.

RESULTS

In the years that Cathy worked with CompuNet as manager of the lab at Clinton Memorial Hospital, she says that CompuNet felt like a real part of the CMH care team—collaborating to improve processes and patient outcomes. CompuNet provided critical face-to-face access that CMH didn't have with its prior out-of-state reference lab and offered enhanced access to consultative pathologists and supervisors. As the partnership evolved, CompuNet continued to cooperate with CMH to deliver exceptional patient care and drive value.



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2308 Sandridge Drive | Dayton, Ohio 45439 | Phone: (937) 296-0844 | Toll-Free: (800) 686-2252
CompuNetLab.com