

Part of the Care Team

Haven Behavioral Senior Care of Dayton relies on CompuNet to help its patients get the treatment they need.

THE CLIENT

Haven Behavioral Senior Care of Dayton is a licensed psychiatric hospital that specializes in caring for elderly patients who experience significant deterioration in cognitive functioning or other associated behavioral issues. At Haven, patients stay for short-term treatment programs (usually 12-13 days) that are designed to get them stabilized after a mental health episode and prepare them for a safe return to their regular lifestyle and living arrangement.

Haven is a 32-bed facility that began treating patients in the spring of 2012. The hospital accepts referrals from nursing homes, emergency departments, home healthcare providers, assisted living communities, physicians, and self-admissions from individual patients.

THE SITUATION

In April 2012, Haven Behavioral Senior Care of Dayton was just beginning to serve the Greater Dayton Region and was looking for a local laboratory services provider. Haven wanted a lab that could handle its early-stage patient testing needs, but also one that was big enough to grow with the hospital as its patient volumes increased. Haven CEO, Glenn Black, sought out a lab he worked with earlier in his career, but that lab proved to be unresponsive. While continuing to search, Glenn engaged in a dialogue with a team from CompuNet about its lab's capabilities and its willingness to work with Haven to ensure all patients' needs were met. He sought the input of current CompuNet clients and even had an opportunity to visit a CompuNet Patient Service Center for personal business. Based on CompuNet's professionalism, capabilities, references—and his own firsthand experience—he decided CompuNet would be a good fit for Haven's care delivery model and long-range plan.

THE COMPUNET SOLUTION

Working hand-in-hand with Haven's Director of Nursing, Gloria Charlier, and other members of its staff, CompuNet set up a customized lab services package and was ready to go when the hospital opened its doors to patients in July 2012. A comprehensive testing menu was created that covered all of Haven's most common needs (mostly tests related to geriatric health and drug level monitoring). A fully stocked supply cart was brought in to make sure CompuNet's on-site phlebotomist had everything on hand to take care of any situation—the cart even contained a mobile centrifuge to prepare specimens for specialized tests.

RESULTS

Because Haven specializes in treating elderly patients with mental health issues, it's different from many other healthcare environments. Every aspect of its patient care—including phlebotomist interactions—is critical to creating positive outcomes. Haven's CEO, Glenn Black, says that CompuNet has been a great addition to the Haven care team. "From the very beginning, CompuNet has done everything right. The organization really reflects the professionalism of the people I talked to during the lab selection process, and the level of service we've received has exceeded our expectations. CompuNet regularly calls in to make sure we're satisfied, and our patients are very happy with the CompuNet phlebotomist, which is a must. We look forward to building our relationship with CompuNet as our hospital continues to grow. I would definitely recommend CompuNet to anyone—across the board."

