

## The Power of Process™ in Action

### St. Dominic-Jackson Memorial Hospital Relies On Beckman Coulter For A Fast, Smooth Automation Installation

#### Laboratory Profile

- St. Dominic-Jackson Memorial Hospital, Jackson, Mississippi
- 571 beds
- 14 FTEs in chemistry (and four FTEs that perform multiple tasks)
- Operates 24 hours a day
- Performs 1.5 million reportable chemistry tests annually
- Utilizes one Power Processor automation system with a CHEMxpress Upgrade, two SYNCHRON LX®20 chemistry systems, two Access® 2 immunoassay systems and two DL2000 data management systems



*St. Dominic-Jackson Memorial Hospital is one of Jackson, Mississippi's leading providers of healthcare services. The core laboratory in this 571-bed center performs 1.5 million reportable chemistry results annually and employs 18 FTEs.*

#### A Time For Change

"At the beginning of 2002, our laboratory was using analytical systems from a variety of different vendors and we wanted to consolidate our workstations to improve productivity and maximize space," said Ann Highfill, Co-Core Lab Manager.

"We also wanted to purchase an automation system to help us offset the ongoing labor shortage in this area," she said. "Automation would allow us to increase workload without increasing our staff."

In [month], the laboratory received its new solution from Beckman Coulter — an equipment package that included a Power Processor automation system with a CHEMxpress Upgrade, two SYNCHRON LX®20 chemistry systems, two Access® 2 immunoassay systems and two DL2000 data management systems.

Since the lab was in the middle of upgrading to a new LIS hardware platform, it could not perform all of its necessary hardware interfaces until mid-June.

To make the situation more challenging, the lab wanted its instrumentation operational before its Joint Commission survey, which was scheduled for mid-July. "We really only had a matter of weeks between the completion of the LIS switchover and the Joint Commission survey, so we needed a lot of help in getting our automation line up and running," said Highfill.

### Ensuring A Smooth Transition

Before the LIS switch was completed, Beckman Coulter prepared as much as possible to have the equipment ready for the LIS interface process. On-site specialists created a detailed installation timeline and completed all the correlation, linearity and precision studies ahead of time, so the lab would be ready to begin interfacing.

Laboratory Goals	Laboratory Results
<ul style="list-style-type: none"> <li>• Consolidate workstations</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminated miscellaneous equipment from a wide variety of manufacturers</li> </ul>
<ul style="list-style-type: none"> <li>• Adopt a pre-analytical automation system for greater efficiency</li> </ul>	<ul style="list-style-type: none"> <li>• Increased workload, while assuring results accuracy and saving hours of staff time</li> </ul>
<ul style="list-style-type: none"> <li>• Minimize human interaction and increase operator safety</li> </ul>	<ul style="list-style-type: none"> <li>• Eliminated many manual process steps</li> <li>• Reduced technologists' exposure to biohazards</li> </ul>

"During this time, Beckman Coulter specialists were in our lab around the clock," said Highfill. "It was very crowded because we had to keep and use our old analyzers until our new equipment and LIS were completely functional — and we didn't have a huge amount of space to begin with. The entire team worked together very well, despite these difficulties."

To meet its aggressive goal, the lab conducted weekly status meetings with Beckman Coulter to review the current and upcoming tasks, as well as who was responsible for each.

Meanwhile, four members of the lab staff traveled to Beckman Coulter's training center in Brea, California; two people were trained on the Access 2 systems and two on the LX20 systems. In addition, one lab technologist was trained on the Power Processor automation system at the company's facility in New Jersey.

Back at the lab, a Beckman Coulter specialist was hard at work performing crossover studies and providing supplemental on-site training to the lab staff so that each lab member had a chance to become familiar with the new systems.

Typically, one of the most difficult aspects of an automation installation is configuring the LIS system and therefore, this function is usually performed last. Considering St. Dominic's aggressive timeframe however, the company decided to configure the computers first, while other team members were installing and unpacking the robotics components. The decision turned out to be very beneficial — helping the company minimize delays and keep the process moving at a brisk pace.

### Complete Support From Start To Finish

When the time came to go live with its new equipment, St. Dominic-Jackson Memorial Hospital's lab received even more support from Beckman Coulter.

"For two weeks during our 'go live' transition, we had on-site support from three Beckman Coulter experts 24-hours-a-day. I really believe Beckman Coulter went above and beyond the call of duty."

"This was a massive project for us and I wasn't quite sure what to expect," said Highfill. "Not only did we upgrade all of our chemistry instrumentation, we added a state-of-the-art automation line and a sophisticated DL2000 data management system."

"Even though this was a very difficult transition during a very aggressive timeframe, Beckman Coulter provided excellent support," added Highfill. "I felt completely comfortable with the company's level of expertise — and I always knew I was in very good hands."

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