

Accumen Supports the Transition of Outreach Laboratory Testing & Management of In-Hospital Laboratory Services Spanning 97 Hospitals Across 10 States

Acknowledging Lab Standardization Needs

In 2021, one of the top five health systems in the US, with 142 hospitals and 40,000 providers, began exploring options for the long-term vision and strategy of its lab assets. The journey included consideration of new relationships and partnerships to bring greater value to the patients and communities served. Through this process, this non-profit, Catholic health system made the strategic decision to transition outreach testing and management of in-hospital laboratories to Labcorp, which included 97 hospitals across 10 states. The implementation of a strategic laboratory services model sets the stage for a long-term relationship designed to adapt to the changing healthcare environment.

Partnering to Successfully Transition Lab Services

The 150,000 associate health system wanted to ensure a seamless transition for patients, clinicians, and associates throughout the process. This leader in health care recognized the complexity of this endeavor, and selected Accumen to provide vital subject matter expertise and execution support. Accumen's unique knowledge of the nuanced technological, operational, and clinical needs of laboratories positioned them to be the perfect partner to provide input during the initial evaluation of alternative partners, the selection process, as well as the transition planning phases.

Ensuring a Seamless IT Integration

Initially, Accumen helped this health organization in developing an execution plan that included technology, clinical, operational, and governance components. With the end goal of decreasing complexity, and improving patient care and provider satisfaction, Accumen provided an overall IT project team structure, performed risk and resources assessments, as well as site and market readiness reviews. Accumen also supported planning for integrating IT systems from an architectural, financial, and operational perspective.

Decreasing Operations Transition Risk

Accumen's depth of expertise in the synergies of lab technology and operations led to an expansion of its role into operational implementation - primarily focusing on project management, change management, risk identification, mitigation, and standardization.



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Creating a Successful Implementation

With the support of Accumen, the health system and Labcorp engaged in joint project planning and management to ensure all facets of this transition were addressed. Seventy-six teams with hundreds of individuals created numerous workstreams and sub teams. Over 4,000 associates joined virtual and live visits across the company and worked directly with third parties, like Cerner, and many others. Lastly, during Go-Live, very few trouble tickets were opened, all issues were resolved within a short amount of time, and patient, clinician, and associate data transitions were virtually flawless.

The strategic laboratory services model created a massive, outsourced services relationship for the health system. The transaction itself included key information technology functions as well as the resources associated with operations.

Conclusion

The implementation of a strategic laboratory services model creates a long-term relationship designed to adapt to the changing healthcare environment. The partnership supported and facilitated implementation planning and the transition of lab ownership and management, creating clinical options for patients beyond what this health system, with over 2,600 sites of care, could previously offer. In today's environment, each health system is faced with unique circumstances which may result in different resolutions. Having a trusted, independent partner like Accumen can help them make the right decision.

Learn More About Accumen's Lab Services

Your laboratory is a strategic asset to your overall health system and strategy. That's why it is vitally important to have a long-term vision for lab assets. Contemplating decisions on whether to buy, sell, merge, or expand your laboratory offerings can be a difficult and time-consuming process. Accumen provides expert guidance in all these areas, including lab operations and lab IT. Accumen offers skillful and professional planning, along with the knowledge needed to enable your teams to work through a complex, daunting process to achieve a smooth and successful result.



"Accumen has been a trusted partner to our health system and leadership team, bringing enterprise in laboratory operations and IT as well as knowhow for leading change across very large, complex healthcare organizations."

**Health System's
Vice President of
National Labs**

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