

CustomerSnapshot



Self Regional gets leaner and reduces risk to patients and staff

Self Regional Healthcare knew it was time to invest in new staining technology when they could no longer get parts or service for their equipment. “I had to put the belts back on every day,” recalled Histology Manager Kathy Hill.

After a thorough comparison of available products, Self Regional selected the SYMPHONY system, a fully automated, one-touch H&E system that reduces risk to patients and technologists, while enhancing laboratory productivity and specimen quality. SYMPHONY is a critical component of the VENTANA comprehensive solution. Ventana Medical Systems, Inc. is renowned for innovation and robust support services – a key factor in Self Regional’s buying decision.

About Self Regional

Self Regional is a community hospital that has grown into a major referral and medical center

that provides advanced healthcare services to more than a quarter of a million people in the Lakelands region of upstate South Carolina. Self Regional has an established reputation for implementing cutting-edge technologies, and has been recognized with a Great Workplace Award, Outstanding Patient Experience Award™, American College of Surgeons Commission on Cancer Outstanding Achievement Award, and a South Carolina Governor’s Quality Award.

SYMPHONY increases productivity

The conversion to the SYMPHONY instrument was a big change for Self Regional’s lab staff, who were accustomed to traditional dip and dunk staining processes. Ventana consultants stepped in to streamline the transition. They installed the SYMPHONY instrument, integrated it with other lab products to optimize workflow, and trained the staff.

SELF REGIONAL HEALTHCARE

We bring advanced care closer.™

Located: Greenwood, SC

- 414 beds

Histology volume

- 60,000 H&E slides per year
- 4,500 IHC slides per year

AP staff

- 3 histotechnologists
- 2 lab assistants
- 2 cytotechnologists
- 1 pathologist assistant
- 1 lab manager
- 1 histology manager

Ventana comprehensive solution

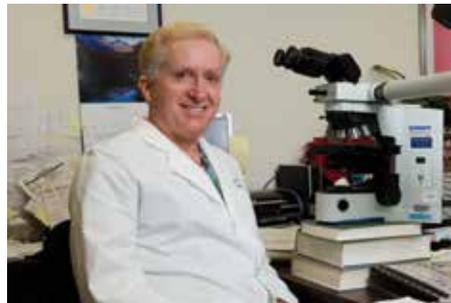
- 1 SYMPHONY H&E solution
- 1 VANTAGE workflow solution
- 1 BenchMark ULTRA IHC/ISH stainer
- 1 BenchMark XT IHC/ISH stainer
- 1 NexES Special Stains
- 1 VIAS image analysis system

“Errors in the lab can be fatal (to the patient). Anything that controls the process and removes the hands-on component is incredibly important.”

—Brenda Smith, Risk Manager

One of the first benefits Self Regional's histotechs recognized was that the new technology drastically increased productivity. With a SYMPHONY instrument, a technician can load slides and step away to work on other tasks. SYMPHONY provides continuous loading of up to 500 slides at a time with throughput of approximately 160-200 slides per hour. The AP lab now uses its SYMPHONY instrument to process more than 60,000 H&E slides per year.

Converting the drying, staining and coverslipping process to the SYMPHONY system's fully-automated platform allowed Self Regional to eliminate dozens of steps in the staining process, which drastically reduced both turnaround time and overtime hours.



John M. Sundermann, M.D., Pathologist

Automated, individual slide staining reduces risk

The SYMPHONY system's automated processes and barcoded patient slides decreased the lab's risk for human error. Staff quickly came to appreciate that they could achieve a new level of consistency and reproducibility with the SYMPHONY system. Fresh reagent is applied to every slide, so staining quality remains consistent throughout the day. In dip and dunk processes, reagents can become degraded from carryover, compromising slide quality. “With our old stainer, we sometimes had to re-stain H&Es because the quality was questionable,” said histotechnologist M. DeAnn Chandler. “Also, the solutions would evaporate or oxidize because the container was open.”

The SYMPHONY system's application of fresh reagent to each slide protects against cross-

contamination between specimens. This level of consistent quality can't be achieved with traditional H&E methods. SYMPHONY Clear also reduces laboratory technician exposure to hazardous chemicals.

With SYMPHONY and VANTAGE systems, Self Regional is confident that the right tissue is on the right slide, and every patient gets the right test result.

Self Regional builds on gains with the VENTANA comprehensive solution

Motivated by the productivity gains achieved with their SYMPHONY stainer, Self Regional's AP lab team asked the Ventana Workflow Consulting team to look for opportunities to reduce potential errors and increase productivity. The Workflow Consulting group identified 17 specific opportunities to eliminate waste and automate manual and redundant processes. They also recommended the VANTAGE workflow solution, the market's only full lab process management suite designed to remove variability. The VANTAGE system immediately reduced the lab's risk of labeling errors through its single-label system.

With the VENTANA comprehensive solution, Self Regional has realized:

- A 7.5% increase in lab productivity per pay period
- An 8% higher test volume per histotech FTE
- Faster accessioning due to elimination of handwriting and batching cassettes
- Automated processes that greatly reduce the risk for human error
- An ability to track errors, providing the opportunity for immediate quality improvement
- A reduction in overtime hours

“I'm old school. I wasn't sure about this modern technology, but it only took a week to get used to it.”

—Bonita Pardue, Histotechnologist

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