



Recommendation on StarLab Clinical Applications Lab, Radiology, and Order Entry

After on-site visits, system demonstrations and an in-depth analysis of clinical systems for our facility we recommend the purchase of StarLab. We offer the following impressions as justification for a purchase that will make our departments more efficient and deliver higher quality patient care while also realizing additional revenue generation through capture of charges.

Increase in Efficiency and Productivity

The system provides increases in efficiency in multiple areas freeing personnel to complete more job-specific "patient care" rather than "paperwork". The following are a few of the capabilities the system provides in this area:

- Greatly reduces time involved at nursing stations locating, completing, and manually transporting the various request forms.
- Eliminates the logs and time spent insuring that requests are received and completed by the departments at the nursing station.
- Decreases charting time with a daily-condensed lab result report rather than multiple test reports.
- Cumulative reports are printed on discharge and will eliminate time spent by medical records and lab personnel searching for "missing" individual lab reports.
- Will enable lab personnel and possibly others to process patients with department specific requests (i.e. walk-ins and reference) freeing time in the outpatient clerical area to handle patients who need to be examined by a physician.
- Eliminate time spent on manual charge forms by departments.
- Eliminate time spent on manual patient logs by departments.
- Enable x-ray to generate report of film that can be destroyed rather than the time consuming chore of pulling each jacket to strip old film.
- Drastically reduce time involved in batching and key punching charges from lab, x-ray, and central supply, allowing business office personnel to perform other duties (i.e. collections).
- The one time single order entry interface with lab reduces the current duplication of entry of patient demographics on the various instruments.
- Lab personnel will save a great deal of time on phlebotomy rounds with the systems pre-printed labels containing specimen requirements and patient locations.
- Timely reporting and the immediate transfer of the results to the nursing stations will eliminate manual transport by lab personnel.
- Saves a tremendous amount of lab personnel time in the documentation of the performance and review of quality control fluids.
- Lab can archive results to disk rather than using time consuming manual filing. Results are also on line for retrieval rather than looking through files.
- Allows sorting for billing on lab only charges by patient or client rather than the manual sort being performed now.
- Gives the lab remote results reporting capability that will enable us to compete for additional reference testing.



Quality of Patient Care

- Immediate transfer of completed results to the nursing stations will enable nurses to receive and act on lab result dependent medications without waiting for hand delivered reports.
- Help alleviate, possibly eliminate, the problem of "missed" timed orders or orders requested in advance that seem to frequently get misplaced.
- Greatly reduce transcription errors on requests that lead to incorrect lab tests being performed.
- Quality patient invoice and fewer mistakes in patient billing due to the auto charge capture.
- Provides "incomplete" in house and referral test reports. Lab personnel can track incomplete work to insure that physicians aren't "holding" a patient waiting on a test result.
- Lab condensed and cumulative reports provide a much friendlier patient chart that is easier to read.
- Higher quality lab result reports due to the delta check system for panic, rising and falling values. We also have the ability to enter age and sex specific normal ranges.
- Lab system has built in quality control program to insure that results are as accurate as possible *before* reporting.
- Allows lab to comply with the CLIA regulations by forcing the correct information for specimen handling, test requests, records, and reports.
- Provides better documentation for the step by step process of patient treatment that the regulatory agencies are increasingly interested in reviewing.

Potential Revenue Savings

The system may not directly generate revenue but the increased efficiency will allow us to offer additional services. The system capabilities should allow us to be competitive in acquiring reference testing that will generate additional revenue. The following two items are estimates of *direct revenue savings* we will realize from the CSS system.

- Elimination of manual lab request **forms** will save approximately **\$7,000.00 per year**.
- Charge capture will generate approximately \$56,000.00 per year from current **lost charges**. This figure is based on the chart review auditors' findings \$112,000.00 in lost charges and items that they feel we should charge for. To be conservative we assumed that half of this figure, \$56,000.00 would be captured by the system and that we would realize half of this amount, \$28,000.00, in actual cash revenue over six months, annualized to **\$56,000.00**.

Clinical Recommendation provided to the Board of Directors of Montfort Jones Memorial Hospital, Kosciusko, MS. by Jimmy Chesteen, Laboratory Manager. The Board of Directors approved Jimmy's recommendation, and CSS subsequently installed the CSS StarLab clinical applications. If you would like to talk with Jimmy, he can be reached at 1-662-289-4311.