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# *Improving efficiencies to address labor shortages*

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## **The Client**

Wayne Memorial Hospital is a nonprofit, community-controlled hospital in Honesdale, PA—offering 98 acute-care beds, 14 beds dedicated to inpatient rehabilitation and a comprehensive clinical lab supporting outreach clinics. It operates as part of the Wayne Memorial Health System, which serves 100,000 people across Wayne and Pike counties.

## **The Challenge**

Wayne Memorial faced several challenges in their facility, beginning with staffing vacancies for two full-time medical technicians (MT). These vacancies resulted in a loss of laboratory turnaround time (TAT) on tests. Current staff were spending more than 246 hours per month reviewing test results. At the same time, hospital leadership was pushing for cost savings in every department, and the lab faced pressure to improve TAT and patient satisfaction.

## **The Solution**

To address staffing shortages, McKesson recommended streamlining and automating their processes through its proprietary laboratory intelligence platform, McKesson Lab SD<sup>2</sup>. Working together, Wayne Memorial and McKesson implemented and customized McKesson Lab SD<sup>2</sup> to connect instruments in the lab directly to the hospital's EMR and take advantage of features like:



### **Autoverification**

SD<sup>2</sup> delivers result interpretation and rapid release of acceptable values through a unique algorithm that leverages machine learning to continually drive better decisions.



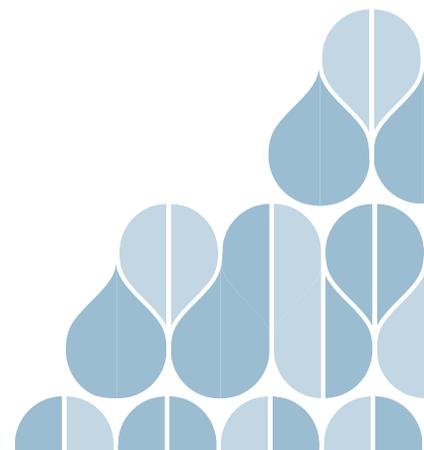
### **Lab Intelligence**

SD<sup>2</sup> provides a comprehensive view of the entire lab, connecting all instruments to LIS/EMR to deliver real-time dashboards and results, maintenance monitoring and specimen archiving.



### **Collaboration and Support**

SD<sup>2</sup> includes access to certified LEAN Six Sigma Black Belt Medical Technologists who provide on-site implementation, consultation and training.



## The Results

With Lab SD<sup>2</sup> implemented, Wayne Memorial was able to achieve time and cost savings which greatly improved technologist, clinician and hospital leadership satisfaction.

### Re-allocated labor to different roles

Cost savings: **\$9K/month**  
Time savings: **350 hours**

### Removed the need for skilled Med Techs

Cost savings: **\$10K/month**  
Time savings: **100 hours**

### Reduced phone calls from 12 to 2 a day

Cost savings: **\$1K/month**  
Time savings: **30 hours**

### Reduced overtime

Cost savings: **\$2K/month**  
Time savings: **50 hours**

### Reduced corrected reports by **54.5%** overnight

### Reduced TAT by **30%** overnight



“Implementing McKesson Lab SD<sup>2</sup> has made such a difference to our laboratory, and the benefit of partnering with such a team can never be outweighed. Their consultation services and the ability to customize autoverification rules are unmatched.”

— John Romano, Lab Director, Wayne Memorial Hospital

For more information on how our lab solutions can address your challenges, visit [mms.mckesson.com/laboratory-intelligence](https://mms.mckesson.com/laboratory-intelligence).

