Achieve faster, more

Data Innovations Team: Neal Davis, Donovan Billy, Evelyn Harrison, Miranda Crawford and Liesl Wilson



# Introductions

**Neal Davis** 

Manager, Implementation Consulting VA, AV alpha and beta-site consultant

**Donovan Billy** Senior Laboratory Solution Consultant, AV beta-site consultant

**Evelyn Harrison** Laboratory Solution Consultant, VA LIM for 17 years and AV beta-site LIM

Miranda Crawford Laboratory Solution Consultant

Liesl Wilson Laboratory Solution Consultant, VA LIM for 11 years and National AV Innovator

# Challenges within the VA lab

Currently, every result must be individually reviewed by certified laboratory personnel and manually validated by keystroking initials in software before the information can be released to hospital clinicians (physicians and nurses).

# This labor-intensive system is ultimately unsustainable due to several critical constraints



Insufficient and decreasing supply of Medical Technologists



Increasing demand for laboratory work caused by a growing & aging veteran population



Expanding laboratory test choices driven by technological advancements



**Recurring regulatory requirements** 



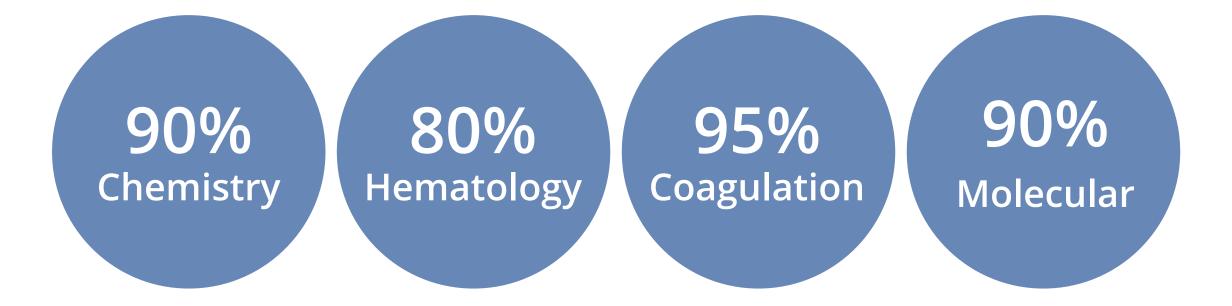
On-going budgetary and cost containment pressures

# What is Autoverification?

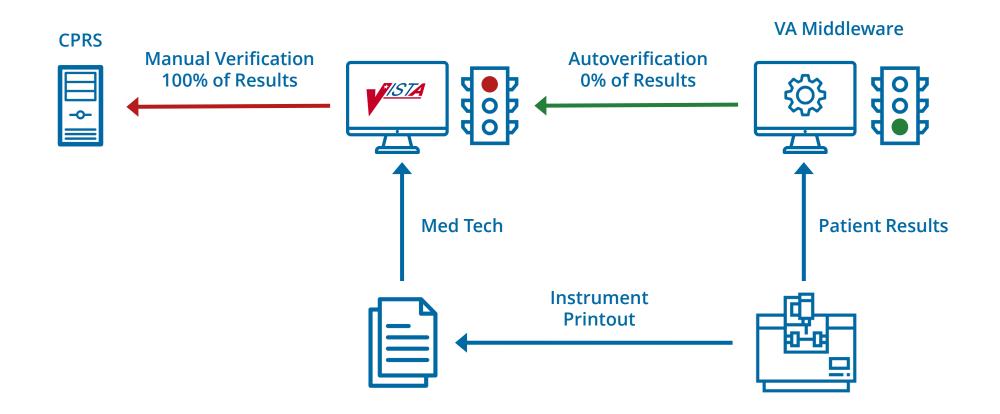
- Auto-verification uses software logic (rule algorithms or Boolean Logic (If...Then statements) to define "normal" and "abnormal" result criteria. The software automatically approves and instantly routes normal results to the clinician.
- The exclusion of normal results from the medical technologist's workload, he or she can concentrate exclusively on abnormal results and provide diagnostics to the clinician more quickly.
- In both cases, results are released to clinicians with greater speed and efficiency, and with less potential for error.



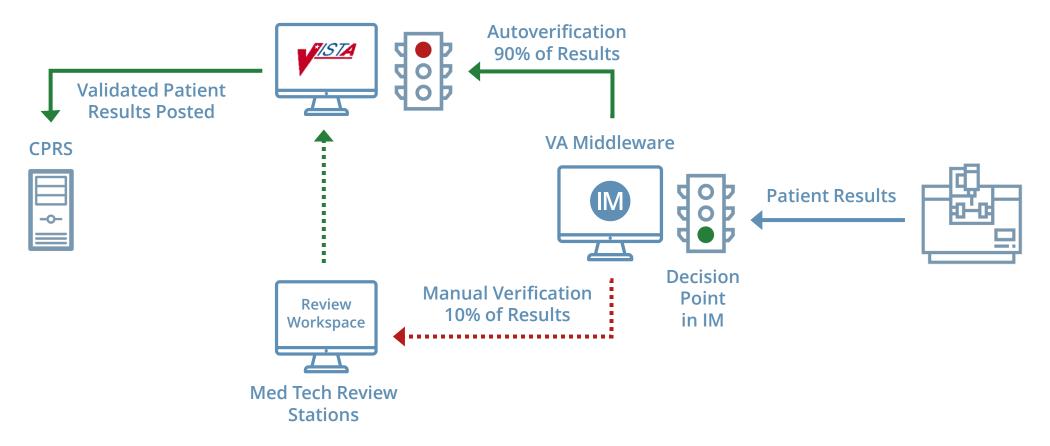
# Autoverification rates commonly seen at VA sites



# **Current Workflow in many VA Labs**

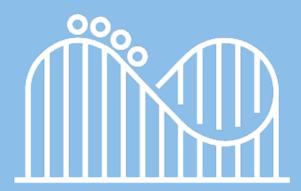


### VistA Autoverification Workflow

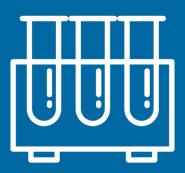


### How did Autoverification Originate in the VA

- Grass roots effort by Med Techs
- 2013: Kansas City VA developed AV as a Class 3 solution
- 2014: Kansas City VA won the All Employee Innovations Competition to pilot the solution (similar to the new Shark Tank)
- Many LIMs in the nation gave support for the project and expressed their need for the solution. Thank you!
- 2015: Beta-sites tested AV Class 1 solution
- 2016: AV became part of the Core VistA package

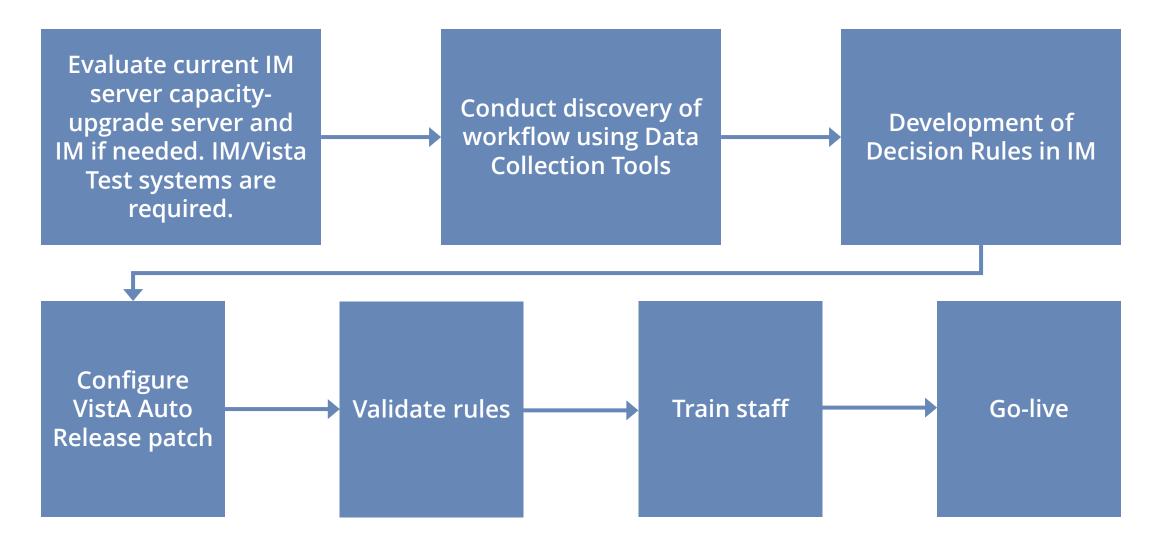


# Why do you need AV?



- Shortage of Med Techs- USA Jobs currently has 77 Med Tech positions nation-wide
- Increase patient safety by standardizing the workflow
- Decrease TAT and move patients through the system
- Decrease send out costs by increasing in-house test menu availability
- Increase value added tasks- participation in validation, procedure writing, CAP preparedness, employee education
- Increase Med Tech student programs
- Greening the Government- Executive Order 13514 and GEMS Committee

# How is AV Accomplished?



#### What does AV Look Like in Instrument Manager?

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lf: Then: Else:	
Logged On User: 8164         Locale: KCVAMC         License #: IM-342633         Customer Name: VAMC Kansas City         9/12/2016         9:13	
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### **Rules with Value Lists**

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Else:	~	F		CO2 CEA			22	31 5	
If: (({Sex} = {Value ListSex}) {OR} ({Value ListSex} = "")) {AND} ((({Patient Age in Days} > = {Value ListAgeDyLow}) {OR} ({Value ListAgeDyLow} = "")) {AND} (({Patient Age in Days} < {Value ListAgeDyHigh}) {OR} ({Value ListAgeDyHigh} = "")))			V V	CL CHOL CKMB-MASS			98 0 0	107 200 6.6	
{AND} {Test Resulted} {Value ListTestCode} Then: {Set} {Reference Range} {On Test} {Value ListTestCode} = {Value ListRefLow} - {Value ListRefHigh} Else:				CRP CK CK	M F		0 30 29	0.5 200 168	
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# IM Specimen Management Workspaces



- No longer review specimens in VistA using EA or EM
- Turn off automatic report printing
- Held specimens presented to technologist with continuous updating
- Only review held specimens
- Critical notification documented directly in the Workspace with provider contact information captured from test order
- Color coding for review prioritization- STATs, Critical, reflex, delta checks and integrity checks
- Automatic ordering of dilutions, repeats and reflex testing using rules.

# Techs using IM Workspaces instead of VistA EA/EM Chemistry:

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R 9/	/12/2016 8:57:55/	AM 23625	560253	ALLE	EN,ACE,	T232	2		Sex: M	Callback Info 2: :			
R 9/	/12/2016 9:14:24 /	AM 23625	560283	SPAF	RKS, AARON, TH	. T212	2			Caliback mild 2.			
R 9/	/12/2016 9:25:01 /	AM 23625	560330	ВНАТ	TTI, SAJJAD, AKB	T210	)		Specimen Commen	t(s):			
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	2/2016 9:22:48 2/2016 9:34:07	CL	7.8 94	8.4 - 10.4 98 - 107	STANDARD STANDARD		7.4		IOLD IOLD RERUN ANION	Range Low,OTHER TEST(S) HELD FOR REVIEW Rerun Held,Range Low,ANION Integrity Check			
		CO2	16	22 - 31	STANDARD	H	20		OLD REBUNANION	Rerun Held,Range Low,ANION Integrity Check			
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# **Chemistry Dilution Handling**

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Specimen ID /	Patient Name SS	SN	Fluid	Priority	Specimen Comment(s	)		^	Patient Name: ETWD1	XTLULNZXYI	SSN: 101-10-7600
1590673203	SZLUS,PLASHU 10	01-18-1245	SER	R					Location - Facility: 285	ICU	Patient ID: 119439
1590673214	TRSEDAA,ALU 10	01-21-7894	SER	R					Date of Birth: 2/13/19	28	Collection Date/Time: 3/9/2019 4:00:00 AM
1590673221	UHKAHU,CRAD 10	01-07-4574	SER	R					Sex: M		
1590673239	WHNHU,CXEY 10	01-28-9873	SER	s				- 1		0524-VA578,DOCTOR-XIV,CPRS,	Calback Info 1: ::
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		01-29-1500	SER	s							
590683276	ETWDYXTLUL 10	01-10-7600	SER	s							
1590683278	RXKHUST,PDA 10	01-20-1501	SER	s				- 1			
2900 <b>8</b> 3291	BHYYHSSEHY 10	01-31-9803	SER	R							
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Test Instrument ID	Test Name /	F	Result Date/Time		Result	Reference Range	Flag	Units	Test Status	Internal Comments	
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	THYR PEROXIDASE	E AB 3	3/9/2019 10:13:1	9 AM	1300.0	- 60.0	н	U/mL	Rejected	1st Auto Dilution on Instrument should be	e in progress.,,,Range High
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# Hematology

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3083106005 R ND0XY,LILZ,ELUUDT					2.11.01	2018 6:42:04 AM				0.11.00	2018 7:32:38 AM		
-  11/7/2018					Add PEF	IPHERAL DIFFE	RENTIAL-MANUAL Add PERIPHERAL SLI	DE REVIEW-MANUAL,Ad	d PERIPHERA		:0107.32.30 AM		
Inone)     3083118009 R THUUHAA,FAXUDL,CRYH					DIFFERE	N HAL-MANUAL	Anemia,Check for clots.,Specimen was a rei	un-					
3083118010 R BUXXBT,IXUXSEN,ILUAHYH		Test Name 🛆	Test Statu:	s Result (2)	Reference Ran	Error Test C	omment(s) (2) Internal Comment(s) (2)	Test Instrument I	Test Status	Result (3)	Reference Ran	Error Test Comment(s) (3	3) Internal Comr
MDIFF     3083118007 R TEHHA,JELUAHT,Y -Read Back and		(none) RUN COMMENTS	Rejected	PRESENT									
3083118002 R BUHZHU,TLULE		CBC											
3083118003 R CULDF,CHUUN,PLNYH		WBC RBC	Released Released	2.5 2.55	4.0 - 11.0 4.70 - 6.10	L	Range Low Range Low						
- SCAN		HGB	Released	9.5	14.0 - 18.0	L	Range Low						
3083118008 R TRJBHU,SHUUN,LRTSDY		HCT	Released	27.8	42.0 - 52.0	L	Range Low						
3083118004 R CEUDTSDLY,SDHLTEL,QX WBC count corrected for Nucleate		MCV MCH	Released Released	109.0 37.2	80 - 100 26 - 34	H	Range High Range High						
3083118001 R AAHOLYIHU,TSHQHY,TJX 3083118006 R ND0XY,LILZ,ELUUDT =		MCHC	Released	34.1	33 - 37		nangernign						
3083118005 R DHTCLUALDT,CXEY,I Giant Platelets noted on Automated		RDW	Released	19.4	11 - 15	Н	Range High						
		MPV PLT	Released Released	7.7 56	7.4 - 10.4 150 - 440	1	Range Low						
•		DIFF	Treleased	30	130 - 440	<u> </u>	Trange Low						
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tient Information 📮 🗙		NEUT# LYMPH%	Released Released	1.4 23.5	2.0 - 7.0	L	Range Low						_
ent Name: NDOXY,LILZ,ELUUDT		LYMPH#	Released	0.6	1.0 - 3.0	L	Range Low						
		MONO%	Released	16.5									
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ering Physician: ,KENNETH,G,MD		BASO% BASO#	Released	1.7									
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		MORPH						CELL AVACION	Deleased	2	•1	Н	Danas Histo
ection Date/Time: 11/6/2018 6:26:11		ANISOCYTOSIS HOWELL JOLLY BODIES						CELLAVISION	Released Released	3 1	• 0	H	Range High Range High
Specimen Comments:		Hypochromasia						CELLAVISION	Released	2	· 0	Н	Range High
		MICROCYTOSIS PLATELET ESTIMATION						CELLAVISION	Released	2 Ciamífic II	• 0 • Normal	H	Range High
		POIKILOCYTOSIS			-			CELLAVISION	Released Released	Significantly 2	• Normai	H	Range High
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# **Integrated Cell Counters**

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Specimen Worksheet 7 ×	Specimen Information Cell Counter	+= × <mark></mark>
Specimen ID Priority Patient Name Specimen Comment(s)	Specimen ID: 3083095001 Patient Name: BUHZHU,TLULE BEN HEME CELL COUNTER 🗨 🚽 Send Data Through System   🚽 Save Run Data to SM   🗙 Clear All Data   Disable Cell Counter Keys 🗛	
	Ordering Physician: ,KENNETH,G,MD Callback Info 1: :	
3083043001 R AAHOLYIHU,TSHQHY,TJX Giant Platelets noted on Automated	Specimen ID 3083095001 Total Absolute Count 15.5	<u> </u>
3083043002 R BUHZHU,TLULE		
3083043003 R CULDF,CHUUN,PLNYH 3083043004 R CEUDTSDLY,SDHLTEL,QX		
3083043005 R DHTCLUALDT,CXEY,I	1: 11/5/2018 1:14:51 PM Add PERIPHERAL DIFFERENTIAL-MAN Operator ID 22847 Number of Cells Counted 0	
= 11/1/2018	Comments Comments Error Key Del	
	Test Name / Provide Pr	
3083058001 H FAH2DYF,LXEY,I	Test Name / Previous P Test Instrument I Test Status Resu * Test Lode Result & R	
	WBC 5.2 1 2 Released 15.5 I - I MDIFF	
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	HCT 52.8 1 2 Released 47.9 BAND 0.0% 0.00 Num 2	
(none) 3083106004 R DHTCLUALDT,CXEY,I RBC: Nothing just wanted to add =	MCV         103.7         1         2         Released         92.1         LVMPH         0.0%         0.00         Num 3           MCH         32.6         1         2         Released         23.9         MONO         0.0%         0.00         Num 3	
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3083106003 R CEUDTSDLY,SDHLTEL,QX	BDW         17.3         1         2         Peleased         15.2         EOS         0.0%         0.00         Num 5           MPV         9.9         1         2         Peleased         9.1         BASO         0.0%         0.00         Num 5	
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Sex: F Location - Facility: LAB A	BAS0%         1.0         1         2         Rejected         0.3           BAS0#         0.1         1         2         Rejected         0.9	
Ordering Physician: ,KENNETH,G,MD	ATYP LY%	
Callback Info 1: :	BAND%         SMUDGE           GIANT PLATELETS         TOXIC	
Callback Info 2: :	SMUDGE CELLS -I BRCM	
Collection Date/Time: 11/5/2018 1:08:29	I FLAGS	
VistA Specimen Comments:	A MACRO	
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	I OTHER	
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Eugged on oser. 22047   Lucale. Find Sub Fir Armic   License #: IM-344318   Lustomer Name: Test Syste	VMIND 1125UUL, AL	12.20 PM

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# Is AV Affordable?

- You OWN your Instrument Manager and may only need to add modules. Unlike vendor contracts that expire every 5 years IM will not "walk out the door". Once modules are purchased it only requires a nominal Maintenance & Support fee.
- AV is typically accomplished one workflow at a time and is implemented incrementally.
- Start small and learn how the entire process works and continually add departments. Contract a consultant to show you the ropes.
- Plan ahead so funding can be evaluated on a yearly basis for additions to your Instrument Manager such as Lab Intelligence, Moving Averages or connections.
- Once you learn how to implement AV there may be departments you want to tackle on your own.



### Advantages of IM



- VA owned not leased
- IM software is TRM approved
- IM has VistA interoperability
- Original AV solution
- IM is used in all VA facilities giving you a peer group for support

### What about Cerner?

Per Dr. Icardi IM will be a "multiplexer with Cerner". That means all lab connectivity will continue to go through Instrument Manager interfaced to the Cerner LIS. How do you prepare for Cerner? When Cerner begins your facility migration start evaluating your skills in moving IM to the Cerner platform. Is Cerner helping you connect IM to the new LIS? Do you need help from DI for the migration?

# What else can DI/IM do for you?

**Microbiology** Instrument Interfacing

and early notification that QC cannot.







Lab Intelligence- the ability to gather metrics data directly from IM. Auto updates or real-time data mining.

instrument malfunction. Providing increased patient safety

**Blood Bank Instrumentation Interfacing with VBECS** 

Moving Averages- the ability to monitor instrument

deviations, using daily patient workflow to signal

**EP Evaluator-** Helps make 6-month correlations easier.



TAT; Percent AV; Numbers and draw locations of hemolyzed specimens, QNS, and contaminated specimens; Workload, shift and employee productivity counts; Critical Value counts- missed notification documentation

#### Thank you to VA sites using MA and Lab Intel that contributed screenshots

VAMC Kansas City Hines Prescott Denver Louisville

**Tennessee Valley** 

Marion, IN

Southeast Louisiana

### **EP Evaluator**



The Standard for Quality Assurance software designed to evaluate and measure the clinical laboratory performance and provides clear, concise, 'inspectorready' reports meeting all CLIA, CAP, JCAHO, and COFRAC requirements.

Google EP Evaluator Data Innovations or select the linked icon to the left.

# **Moving Averages (MA)**

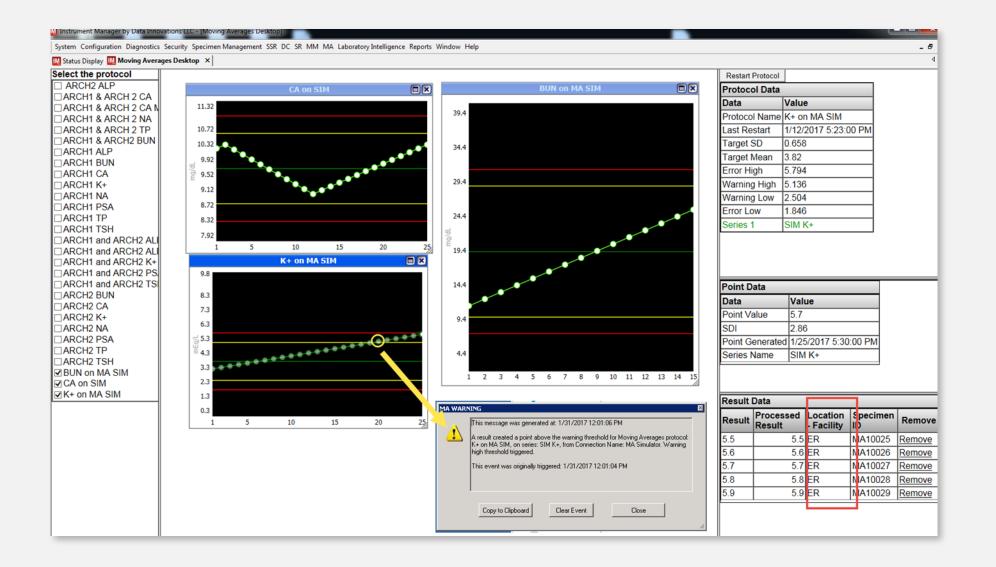


# Moving Averages (MA)

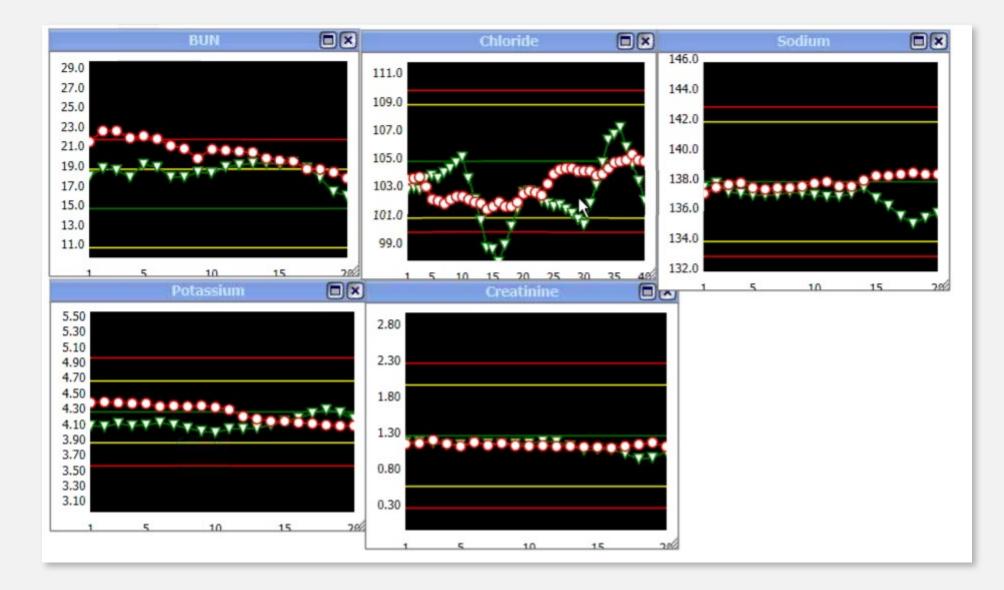
- Sodium protocol maximized with a date range.
- With the protocol maximized, you have the ability to:
  - View data points plotted outside of your current X-axis time range.
  - Compare data points between two or more instruments.
  - Click a data point to open a window that displays the raw results data.
  - Pause and restart data refreshing.
  - Export point data.
  - Generate a PDF report with a picture of the section of chart you are reviewing, protocol configuration and series details, a list of results used to calculate the data points, and a text box for typing in comments.



### **MA Protocol Data**



# Multi Assay MA on Multiple Instruments



27 **D** 

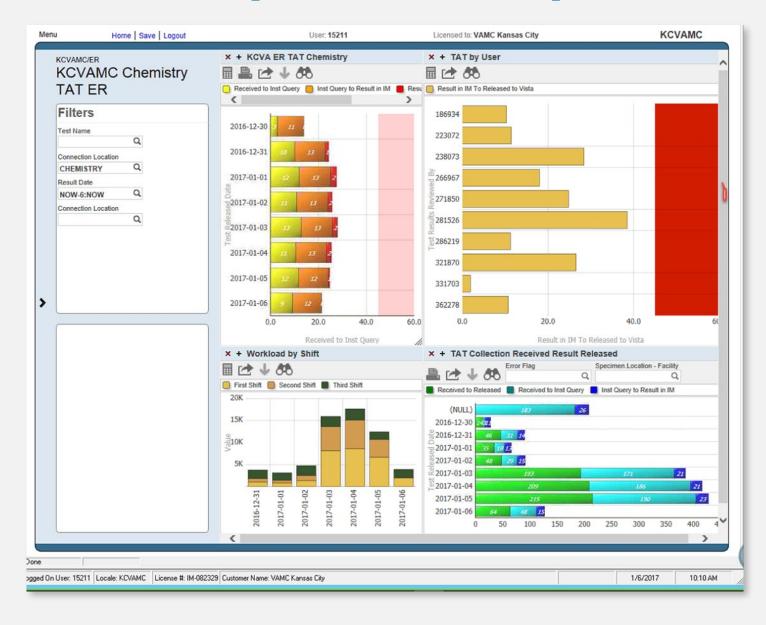
# **Laboratory Intelligence- Widgets**

Some Laboratory Intelligence pivots require the setup of rules in order to work properly; however, many pivots do not require any rules at all, such as workload and turnaround times.

Test Results/Day/Hour-Widget

		ult Date																						
	201	8-08-09	2018-	08- Q																				
ult Date	12am	1am	2am	3am	4am	5am	6am	7am	8am	9am	10am	11am	12pm	1pm	2pm	3pm	4pm	5pm	6pm	7pm	8pm	9pm	10pm	11pm
18-08-09	97	115	121	24	348	831	494	628	708	1,167	596	1,514	3,333	2,679	1,419	1,998	1,698	986	724	103	202	330	105	151
18-08-10	102	243	280	94	205	1,060	557	195	403	956	1,061	1,874	2,680	2,521	1,361	1,855	2,403	963	546	424	224	211	226	254
18-08-11	23	84	166	40	248	1,044	164	1,165	310	124	148	229	151	146	179	156	352	94	129	249	270	27	182	7
18-08-12	67	156	38	3	281	1,018	326	522	150	121	337	95	282	181	89	203	190	101	60	127	232	388	83	129
18-08-13	203	99	194	104	159	1,079	493	745	1,034	1,109	1,141	2,669	1,940	3,931	1,722	1,819	2,304	890	461	235	74	184	184	44
18-08-14	43	205	139	2	102	1,078	1,406	435	771	812	871	937	2,838	2,947	1,783	1,579	2,477	994	1,035	297	224	225	89	11
18-08-15	138	215	122	3	118	1,123	494	705	615	1,017	857	1,394	2,386	2,930	2,479	2,322	1,624	1,937	604	279	272	270	173	152
18-08-16	24	229	240	95	719	675	311	471	947	1,031	489	688	2,637	2,853	2,029	1,975	2,113	966	800	257	119	180	209	80
18-08-17	20	212	94	151	161	1,059	164	629	504	737	869	734	1,046	4,034	1,937	1,418	2,091	1,049	449	81	90	225	192	109
18-08-18	64	174	48	5	181	1,192	315	53	315	170	71	102	131	92	256	128	321	379	112	246	238	100	54	95
18-08-19	116	44	10	29	31	893	464	284	322	229	109	85	52	106	159	282	251	142	251	89	82	67	90	47
18 08 20	145	90	92	92	592	750	586	157	1 286	625	881	1.038	1 998	3 204	2 974	1 295	2 419	843	1 402	631	218	241	126	40
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# **Dashboards: Supervisor Reports**



9 D

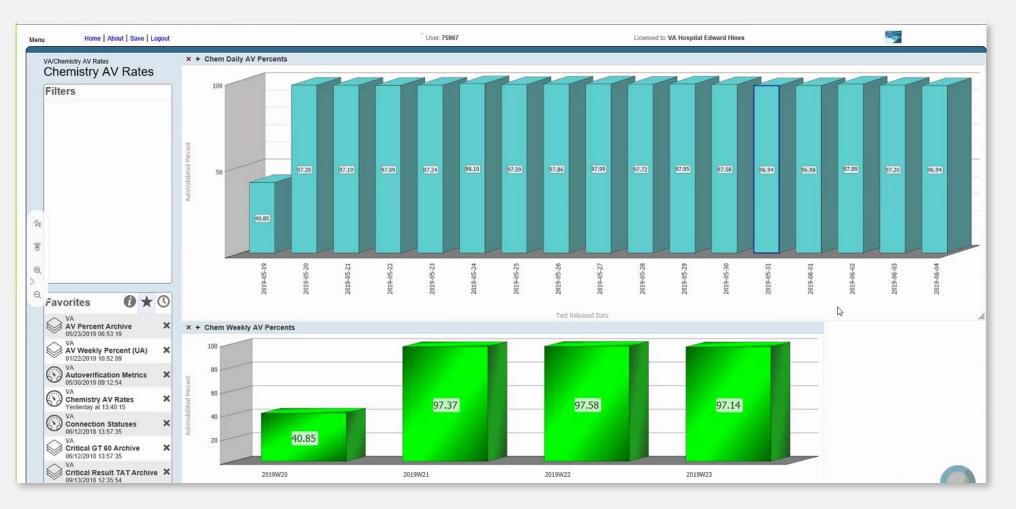
# Dashboards



Troponin Test Counts with TAT exceeding 60 Minutes in red MRSA Test Counts with TAT exceeding 180 minutes in red.

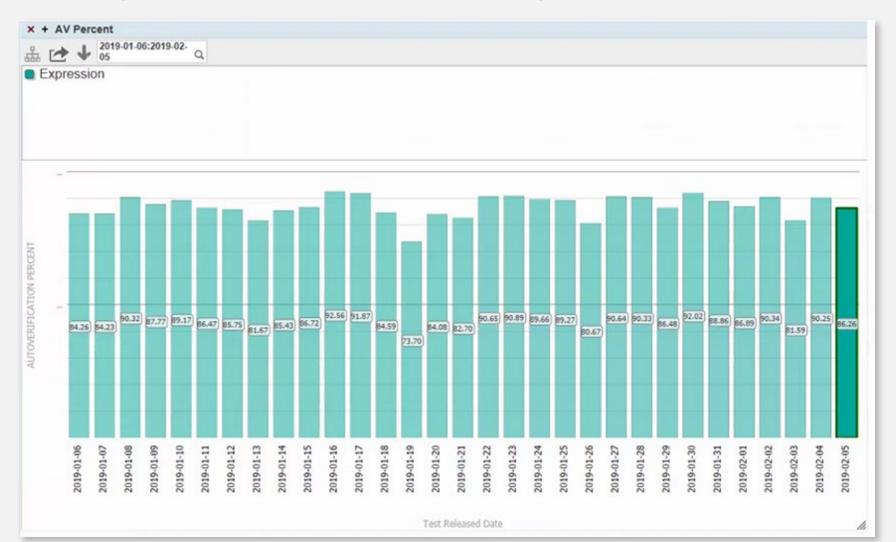
# Dashboards

# Daily and a weekly view of autoverification statistics (the first bar in each includes the go-live date):



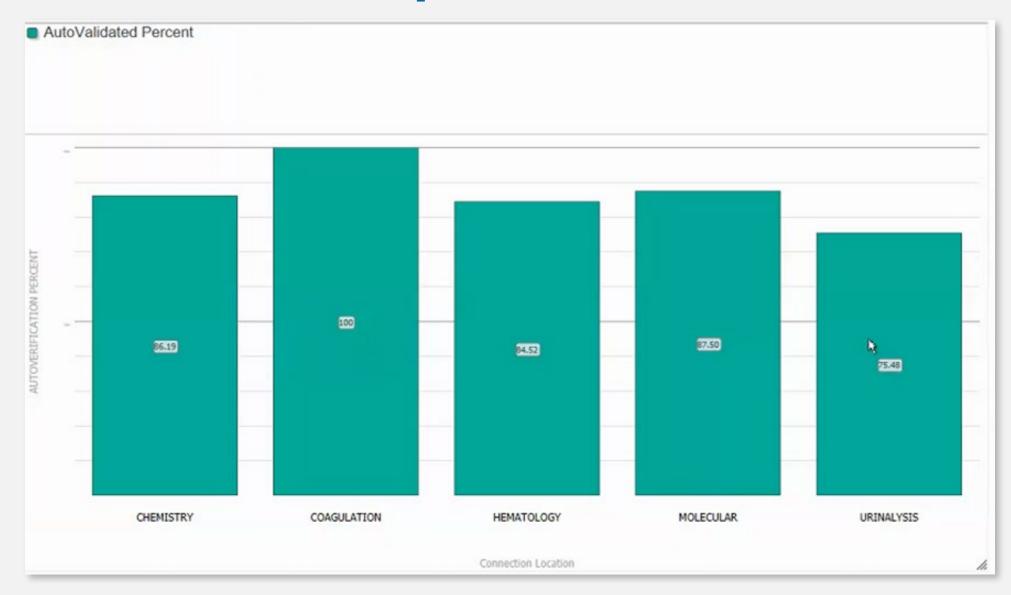
# **Total Laboratory autoverification statistics**

This dashboard requires autoverification rules to be in place.



32 D

# **Drill Down on Dept Percent AV**



#### Percent AV Meter- Daily, Monthly and by Department



### Finding More About Autoverification, MA, Lab Intelligence



Reach out to the national LIM email group and talk with peers who are already using the solutions.



Visit DI Websitehttp://www.datainnovations.com/



Contact your Sales Representative via email at <u>northamerica-</u> <u>sales@datainnovations.com</u>

# How Can You Present the Topic for Internal Discussions?



Please contact Sales if you need help formulating a proposal. We can provide examples, quotes or further information.

# **Questions?**

#### Thank you for your time!

Liesl Wilson, Laboratory Solution Consultant <u>lwilson@datainnovations.com</u> 802-598-4080