

Newton-Wellesley Hospital's LAB REPORT

Autumn 2008

NWH Lab Achieves 99th Percentile in Outpatient Satisfaction

We are proud to announce that, for the month of August, the staff of the Lab at NWH achieved the 99th percentile for the first time in outpatient satisfaction. This accomplishment is only made possible with input from our entire team. While there have been many process improvements over the past year, this accomplishment really comes down to having a compassionate and talented staff.

Over the coming year, we are planning many more service improvement projects with a special focus on our clinicians, nursing homes and other clients we service as part of the Laboratory Outreach Program.

Coming Soon...

Web-based Ordering and Results Reporting

This month kicks off a collaboration between the NWH Lab and Lifepoint Informatics, the industry-leading result reporting and test-ordering system. This comprehensive system will enable us to interface quickly to your EMR or physician office lab system. It also offers web portal access to results, prints various reports and displays in graphical or spreadsheet formats, orders tests and supplies from anywhere you have access to the Internet. We anticipate a December 2008 rollout to our outreach clients for this value-added capability. Please contact Wendy Daigle for additional information.

New Laboratory Outreach Program Manager

In an effort to best serve and exceed the service needs of our Lab outreach clients, we are pleased to announce Wendy Daigle has joined the Laboratory in a newly created role as the Lab Outreach Program Manager.

Wendy began this summer and comes to NWH from North Shore Medical Center (NSMC) in Salem, MA, where she served in this same capacity for six years. Her responsibilities include sales and marketing, serving as the client liaison, providing client educational information and serving as project manager for client-related initiatives.

She looks forward to meeting with our clients over the upcoming months. If you would like to schedule a meeting with Wendy, please contact her at wdaigle@partners.org or 617-243-5898. She looks forward to working with you!

Client Satisfaction Survey

We recently sent our Client Practice Managers and Director of Nurses a Lab service satisfaction survey. If you haven't already, please submit your feedback on how we are doing with regards to your facility. If you didn't receive a survey and would like to participate, please contact Wendy Daigle at 617-243-5898 or wdaigle@partners.org.



NEWTON-WELLESLEY
HOSPITAL

PARTNERS
HEALTHCARE

FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL

New NWH Lab and Pathology Website

We are pleased to announce a new Lab/Pathology website for our patients and outreach clients. You may now direct your patients to www.nwh.org/lab for Patient Service Center locations and hours as well as information about tests being performed. Coming soon, we will be posting information for our outreach clients including an online specimen collection manual. If you have suggestions for additional information on the website that you would find helpful, please contact Wendy Daigle.

Patient Labels Available to Nursing Home Facilities

For ease of patient information completion required for the Lab requisitions, patient labels are now available for our nursing home patients. Please contact Wendy Daigle for additional information or to obtain these labels for your patients.

New Technology in Courier Services

Our courier service provider, NOW Delivery, recently implemented barcoding as part of the courier service offering. This new system enables us to accurately monitor courier pick up times from your facility, the number of specimens obtained and arrival times at the Lab. Each client location has been provided with a site-specific barcode that is scanned by the courier upon arrival. The courier then scans the appropriate barcoded drop site within the Lab and Radiology departments.

From this data we can quickly obtain accurate specimen pick-ups and/or report and supply delivery times and obtain weekly statistical reports. We can use this information to proactively monitor and ensure optimal service to our clients.

New Slips in the Specimen Boxes

To ensure we have picked up all of your specimens in a timely fashion, our couriers have started leaving a red slip in the specimen box when they have completed their last pick up for the night. This notification provides the number to our Customer Service Department should you need the courier to return for additional specimens.



NEWTON-WELLESLEY
HOSPITAL

www.nwh.org
617-243-6300
nwhlab@partners.org



FOUNDED BY BRIGHAM AND WOMEN'S HOSPITAL
AND MASSACHUSETTS GENERAL HOSPITAL

New Test Offerings

We now offer **amplified GC and Chlamydia testing** on urine and swab collections and later this fall will offer testing from a **Thin Prep Pap collection**. Because it is an amplified procedure, it is very sensitive and will detect very low numbers of organisms.

We now also offer a **Blood Parasite Smear (BLDPARSM)** as a screen for malaria, Babesia, Ehrlichia/Anaplasma or any other suspected blood parasite. This will provide better reporting of positive findings.

Coming soon...
our Blood Bank will be acquiring an **automated Blood Bank Analyzer** that can deliver a type and screen result in 22 minutes.

For additional information on these new tests or to receive the updated Lab supply order form that reflects the new **Unisex Genprobe collection kits**, please contact Customer Service at 617-243-6300.

Contact Us: Client Services

Tel: 617-243-6300
Fax: 617-243-6767
email: nwhlab@partners.org

Sales and Marketing
617-243-5898