

LabMedica®

I N T E R N A T I O N A L

Linking the Value of Laboratory Medicine to Key Performance Indicators Across Healthcare Stakeholders

Clinical laboratories have long been overlooked as a strategic asset to health systems. Often considered as “cost centers”, their essential role in healthcare has been underappreciated and underrecognized. Efforts to elevate the visibility of the Clinical Laboratory have been vast, but complex. A byproduct of that complexity is that experts even within the Clinical Laboratory have begun to undervalue their potential contesting to maximizing the predictive and interpretative impact of diagnostic testing to patient prognosis, treatment and outcomes.

The UNIVANTS of Healthcare Excellence Award Program was designed to inspire and amplify best practice examples of integrated care projects who have achieved measurable outcomes in healthcare performance through partnerships directly associated with and/or led by the Clinical Laboratory. Outcome metrics required for this annual award involve proven success measures via key performance indicators (KPIs) associated with patients, payors, clinicians and health systems.

Twelve care projects received various levels of recognition in the program's inaugural year, including 3 teams receiving the prestigious honor of 2019 UNIVANTS of Healthcare Excellence WINNER. Collective metrics across all 2019 teams with recognition indicate a relatively balanced distribution across stakeholders, ranging from 18.1% (payor KPIs) to 29.1% (patient KPIs). Off note, the most frequently quantified KPIs across all recognized care projects in 2019 were increased clinical confidence, decreased overall healthcare costs, and increased clinician satisfaction. Standout KPIs for patients included increased safety and earlier diagnosis whereas standout health system KPIs included decreased hospital admissions and increased documentation accuracy.

Importantly, all care projects had at least one KPI metric associated with each stakeholder, highlighting the powerful cascade of outcomes following new processes and avant-garde thinking/strategies involving insights and data from the Clinical Laboratory. Such connections have long been appreciated, but rarely measured; in large part due to the complexity and investment required to do so. Never the less, measurements of this nature are essential for value creation, highlighting the power of new thinking and opportunities for new funding/business models, while also advancing patient care.

If you and your team have achieved measurably better healthcare performance for an integrated clinical care project at your institution and/or network, the application deadline for the 2020 nominations is February 28, 2020. For more details about the award or the care projects associated with the measurable KPIs discussed above, visit www.UnivantsHCE.com.