

Extreme Makeover: Lab Edition

Brian Jackson, MD, MS

Associate Prof. of Pathology (Clinical), University of Utah

VP and CMIO, ARUP Laboratories



Regis/Kathy Lee/DuPont Home Makeover

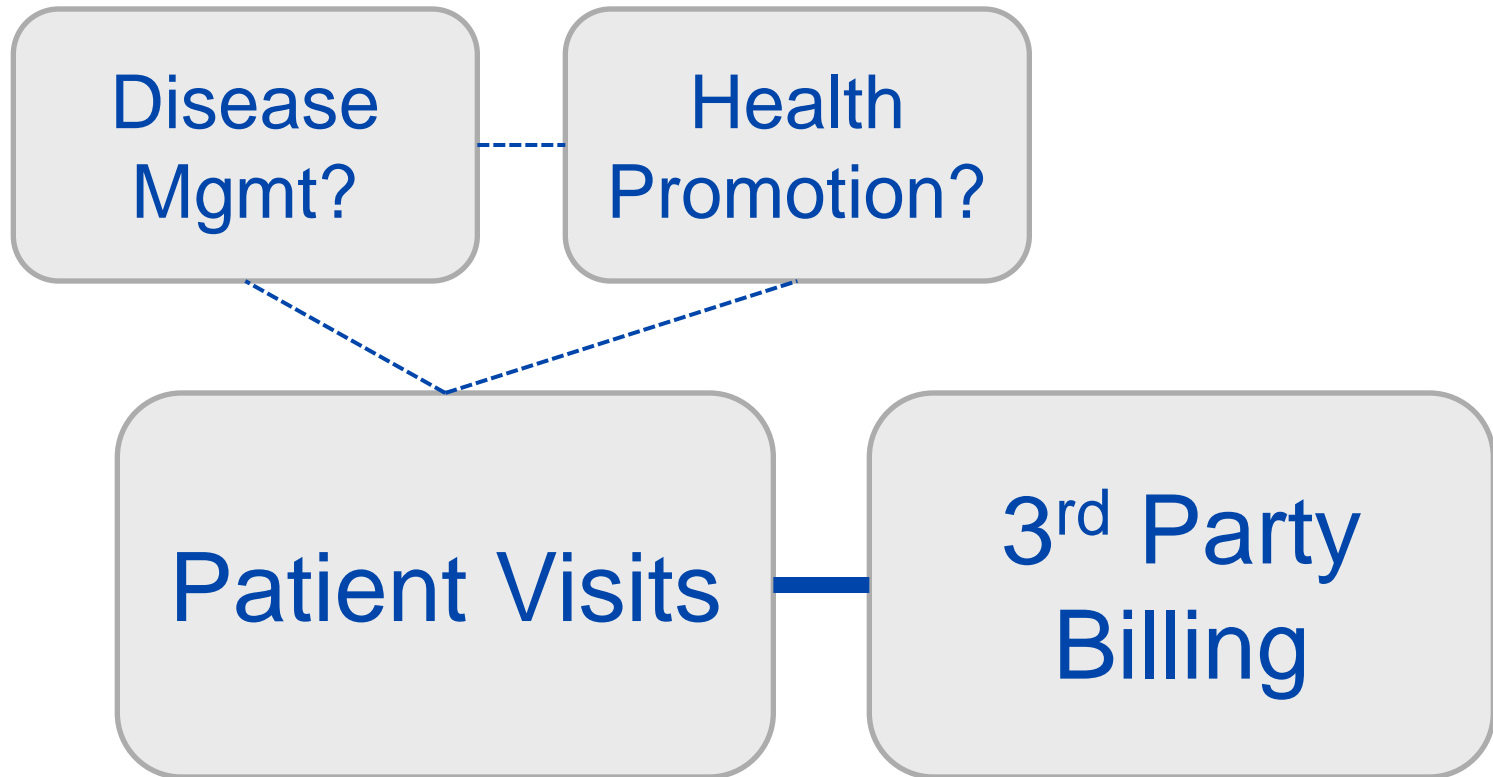


Regis/Kathy Lee/DuPont Home Makeover

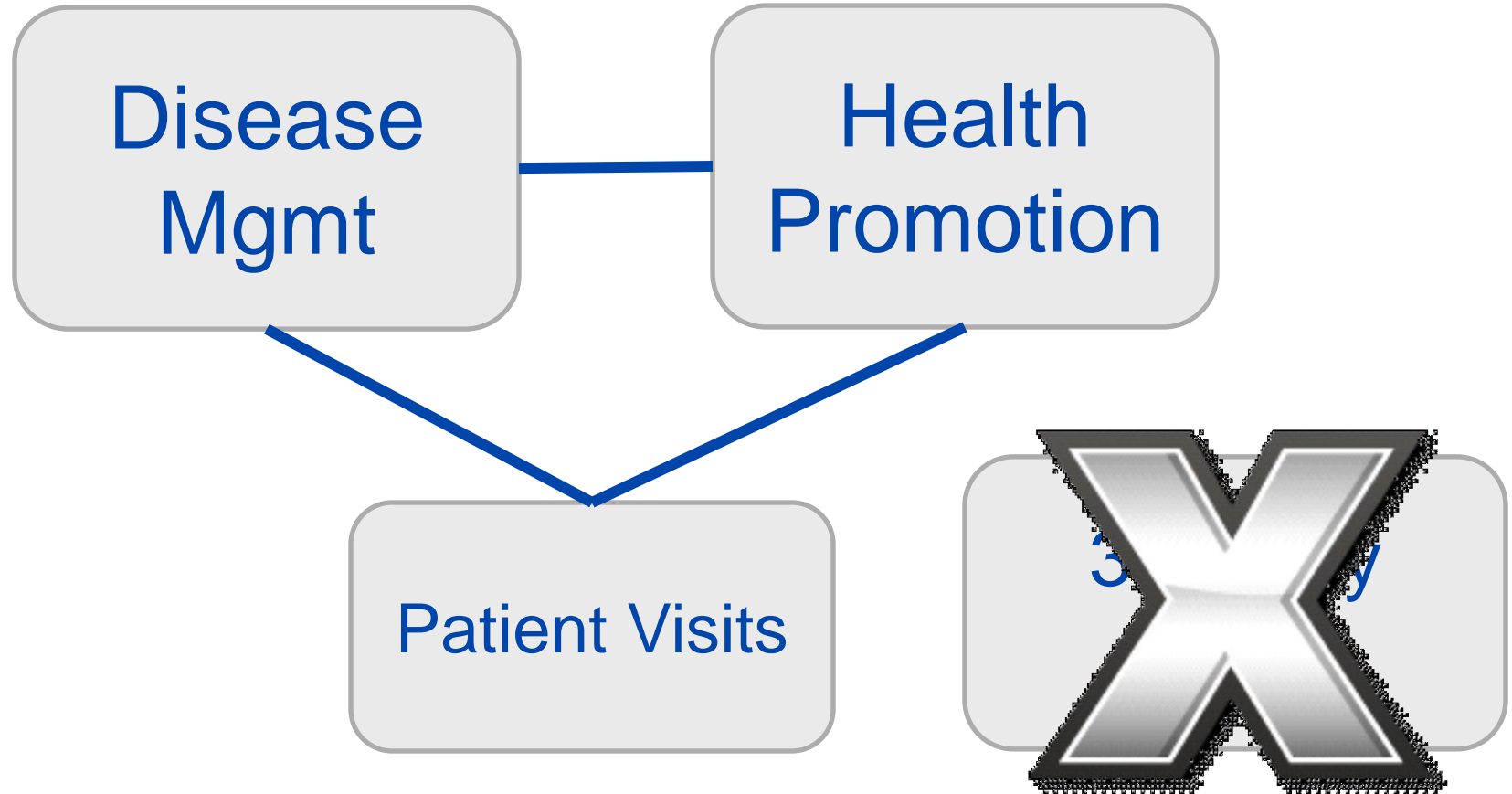


make-over (noun):
**demolition followed by
rebuilding and redecorating**

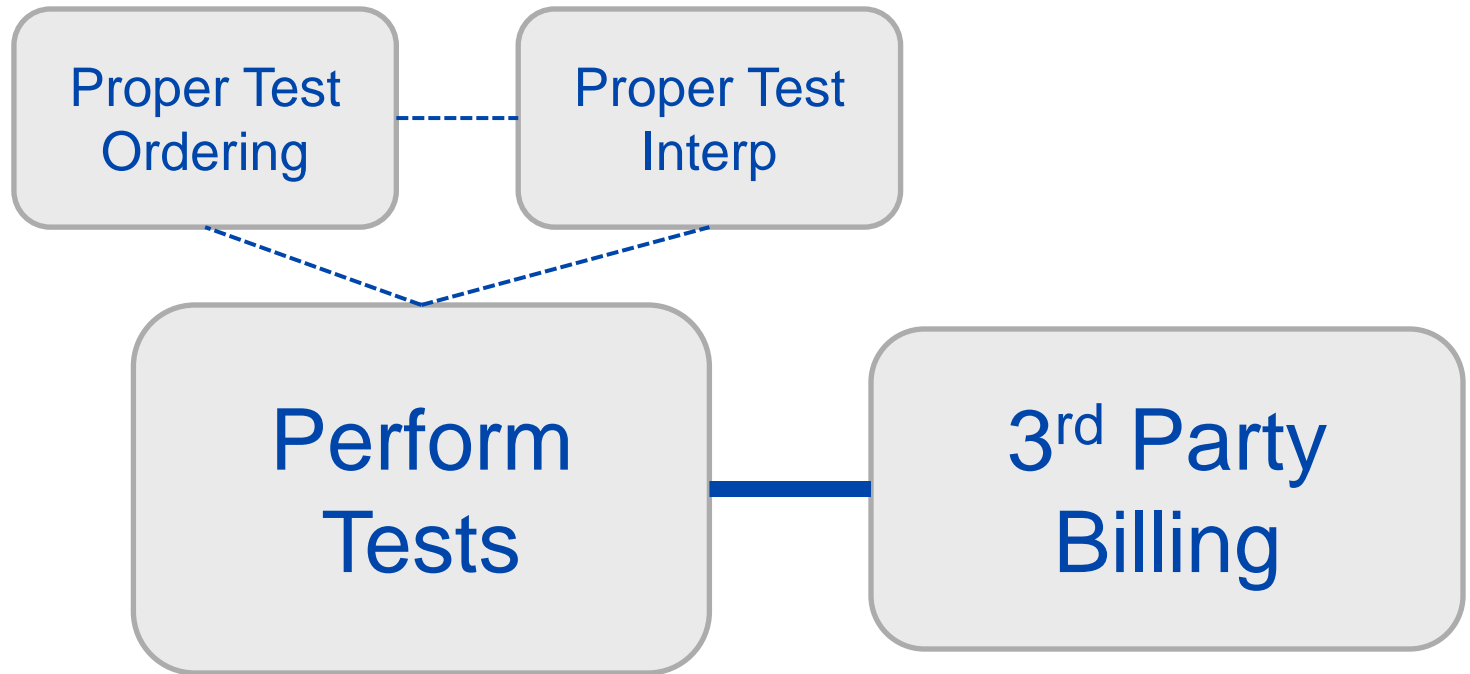
Typical Primary Care Clinic



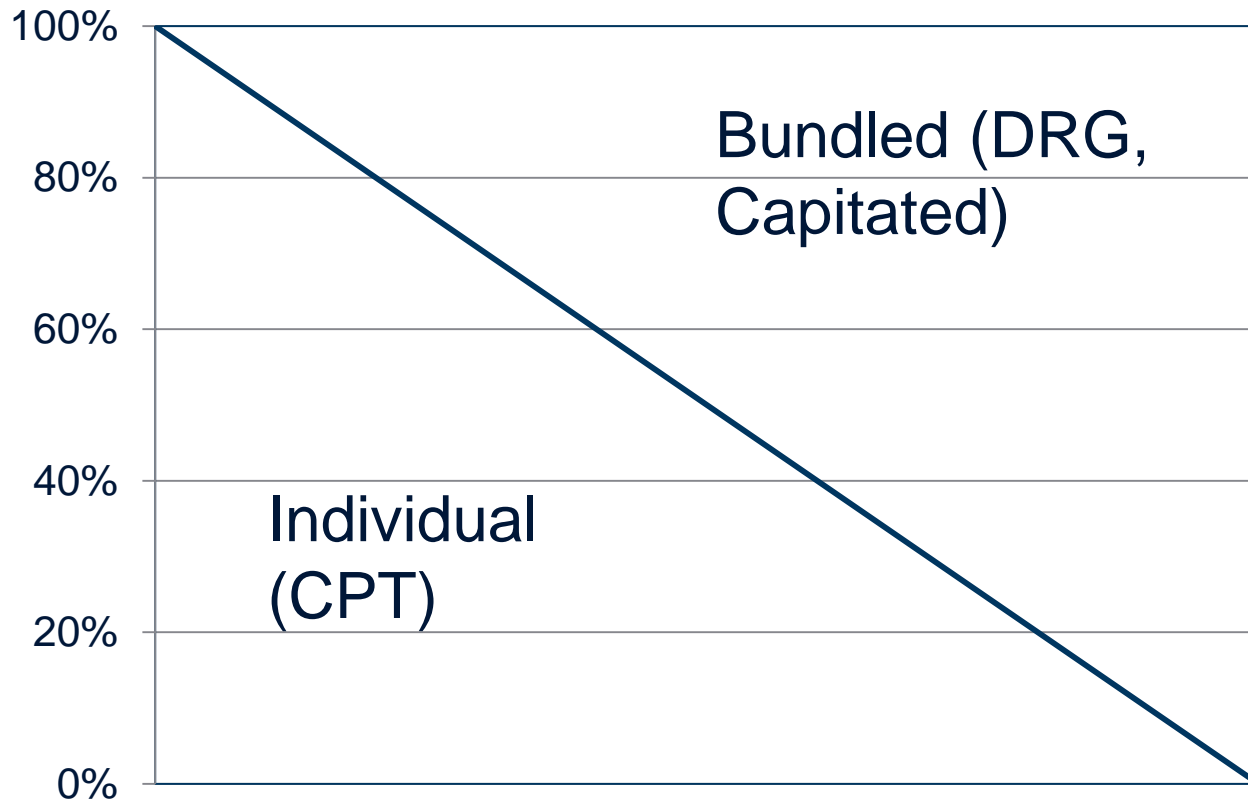
ARUP Family Health Clinic



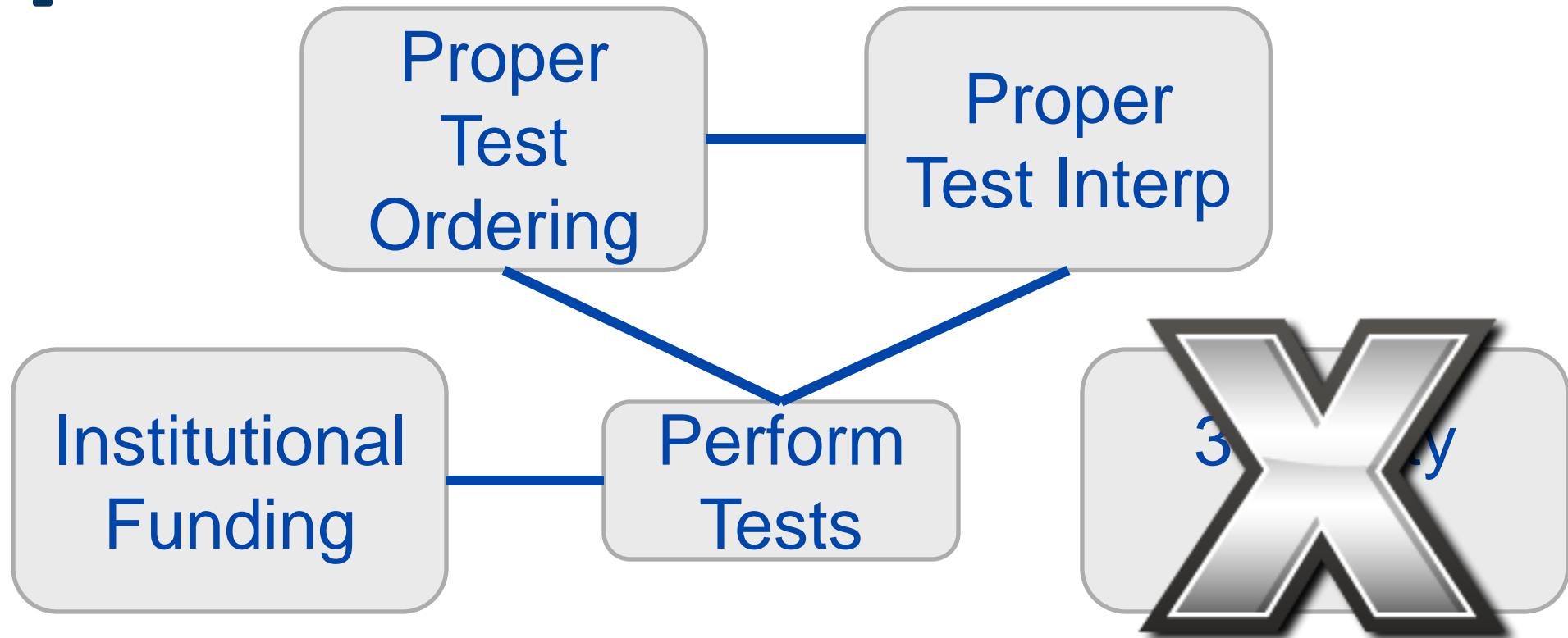
Typical Laboratory



What % of your testing is individually reimbursed?



Extreme Makeover: Laboratory



Goal = value to the patient

- Measurement Processes
 - Variation: inter-clinician, inter-facility
 - Concordance with guidelines
- Communication Processes
 - Rapid response client services: Phone, email, chat, text, ?
 - Optimized web information: Test directory, clinical guidance
- Institutional Processes
 - EMR maintenance, Policies, etc.

Summary

- Makeover = demolition followed by rebuilding
- CPT-based reimbursement may go away
- Will require major clinical overhaul