MEDCO FORUM®

ELMHURST MEMORIAL HEALTHCARE REPORTS IMPRESSIVE RETURN ON INVESTMENT FROM SCC SOFT COMPUTER'S CLINICAL INFORMATION SYSTEM SOFTWARE

Positive Outcomes Spur Healthcare System to Contract for Upgrades and Additional New Modules

It was a very different world at Elmhurst Memorial Hospital and sister facilities in early 1999. The laboratory operations for the 427-bed, 11-location healthcare system nearly 20 miles west of Chicago were light-years away from what they are today. Processing specimens in the lab was much more laborious and time-consuming, and far less profitable. Techs were spending valuable hours pouring off aliquots, peeling labels, and manually sorting tubes in racks. Five years ago might as well have been a century when you compare the difference in operations since the implementation of the Beckman Coulter Robotics instrumentation, interfaced with **SCC Soft Computer**'s (Palm Harbor, FL), robust clinical information systems. Elmhurst was no different from many facilities are still today—operating with-out an optimized LIS feature-rich system.

Sam Terese, the Administrative Lab Director, is very pleased with the significant increase in productivity Elmhurst experienced after implementing SCC's LIS Suite and going live in 2000. The healthcare system purchased SCC's **SoftLab** (laboratory), **SoftPath®** (anatomic pathology), **SoftMic®** (microbiology), **SoftBank® II** (blood bank), and **SoftA/R®** (accounts receivable) software modules. Mr. Terese recalls Elmhurst's previous LIS system that crashed on a nearly daily basis and lacked support when Elmhurst needed it most. "Our techs love our new Soft Computer system," states Terese. "And what a transition in Microbiology. SCC has created a thing of beauty!"

However, Terese and officials at Elmhurst are most impressed with the overall ROI the new SCC software delivered. SCC's rules-based system with rich outreach functionality, customizable screens, auto-verification, and specimen tracking, streamline the entire production process in the lab. He attributes substantial cost saving to the new system and eventually resolving the facilities' med tech vacancy dilemma. Terese is happy to report Elmhurst no longer faces the shortage, and estimates consolidating 30 full-time vacancies. Lab staff efficiency has been improved by nearly 18%. "We're talking about a cost savings of approximately $3 million! We know, we did a comparison,"

As a result of the efficiencies gained from SCC software, Elmhurst has chosen to upgrade and add new generation modules including SCC's SoftWeb, to improve and expand the hospital outreach services.

says Terese. "The software and robotics are now working together very efficiently. When your LIS and robotic instruments work in unison, you can really accomplish a lot." He is also an advocate of SCC's software specimen tracking ability. "When a client calls to inquire about where his test is, we can actually find the tube right away no matter where it is in the laboratory."

Terese looks to SCC to help solidify Elmhurst's vision of the future. Upgrades for existing modules and the addition of SCC's new generation technology products are well in the works, and Terese is looking forward to the forthcoming implementations. The healthcare system has chosen to add **SoftCompliance™**, a medical necessity-checking software solution, and **SoftWeb™**, an integrated web-based clinical repository for physician order entry and results delivery. Terese believes SoftWeb will be an important component in helping Elmhurst reach the goal of expanding outreach services. "We've had outreach for 20 years, but the last five, we've seen real growth. Soft-Web will help us connect with our clients." Terese also notes how competitive outreach services have become. "We have national laboratory providers, and a number of local and regional providers to compete with; we anticipate that SoftWeb will give us an advantage."

The Elmhurst group can't say enough good things about the ongoing superior service they've received from SCC Soft Computer. Terese comments, "We know who the CEO of SCC is, and he knows us. I could pick up the phone and talk to him at any time. That's a phenomenon—there's not another LIS company who has that."

It's clear that these benefits derived from SCC Soft Computer have helped Elmhurst Memorial Healthcare fulfill their technological vision and mission of enhancing the health of the communities and customers they serve.

For additional information concerning SCC Soft Computer's Clinical and Workflow Information Systems, contact Ellie Vahman at 1-800-763-8352 or ellie@softcomputer.com, or visit the Web site at www.softcomputer.com.