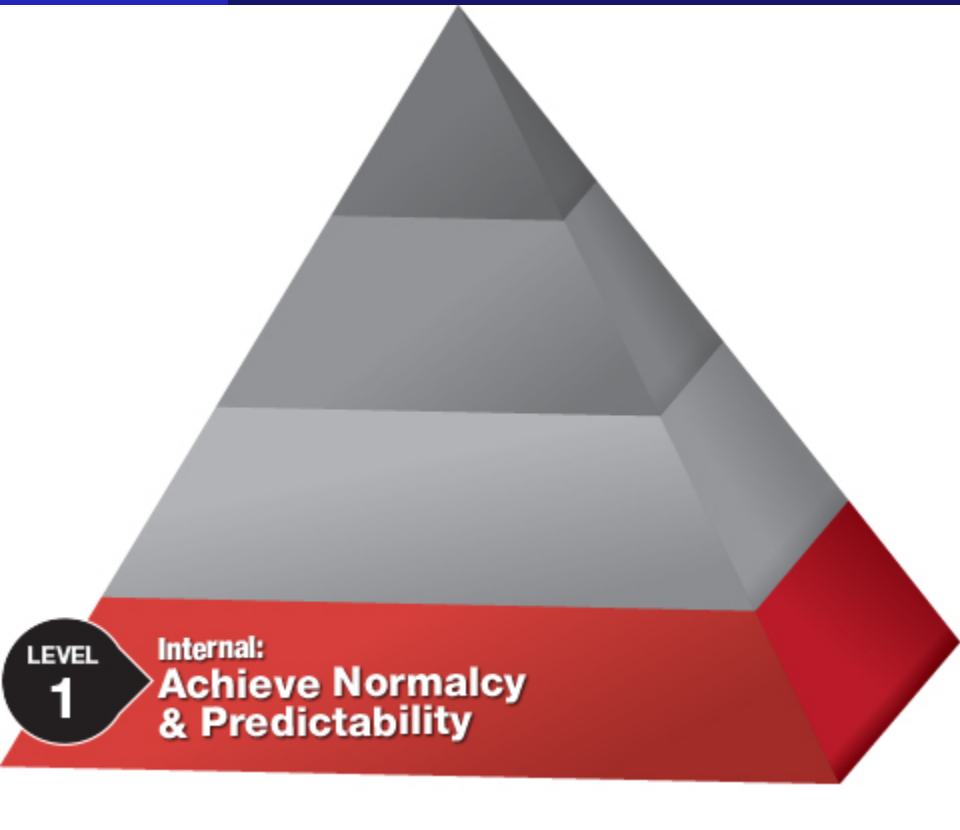


Meet the ‘Laboratory Value Pyramid’

- What path can clinical labs follow to respond to healthcare’s transformation?
- Introducing the concept of the “**Laboratory Value Pyramid.**”
- Provides lab leaders with a four-step road map from current state to ideal future state.
- Incorporates all concepts of modern business and quality management systems.

Level One: Achieve Normalcy and Predictability



- Shift the lab organization away from system of inspection and adopt the **system of prevention**.
- Shift to a system that incorporates real-time, visible performance metrics of lab processes alongside traditional QC data.
- Shift to the mindset of continuous improvement.
- Shift to a culture that regularly engages outside experts to help lab staff understand key issues and develop appropriate solutions for further improvement throughout the lab.

Level Two: Establish Standards & meet Standards of Value



- Establish criteria for value via benchmarking within the lab.
- Transition from a lab-result-only mentality to one of a lab performance mentality.
- Incorporate quality in patient results, customer & employee satisfaction, production best practices, supply chain best practices, financial best practices, and similar.
- Manage the lab as a well-run business with all the accountability that comes with running a well-run business.
- Lab staff can identify tasks that are value-added and those that are non-value-added and uses Lean and Six Sigma to continually improve value.

Recognizing Level Two

- Lab is competent at this level when those outside the lab—including your boss and your boss' boss—to want to know about the core competencies you have established, how you did it, what benefits it provided, then ask you to help them do something similar in another area of the organization.

Level three: Deliver value that Exceeds Expectations



- Shift from service provider of lab results to a vital contributor in generating clinical value.
- Apply knowledge of your core competencies that were created in level one and level two to other areas outside the walls of the lab.
- Shift from a state of being held hostage by IT, LIS, HIS, and middleware to one of being proactive and in-charge based on value creation.
- Cost justify IT projects that integrate essential lab patient info into algorithms that diagnose more accurately and sooner, thus contributing to shorter hospital stays, reduced diagnostic workups, and less chance of readmission within 30 days.

Recognizing Level Three

- Your lab is competent at level three when your reputation and outcomes are recognized outside of your hospital and institution by your peer groups.
- Regular requests for speaking engagements, requests for publications, citations in publications and similar outside recognition start to happen.

Level four: Use Benchmarks to Achieve Best-in-Class



- Your lab's practices and competencies are recognized as best-in-class by your peer groups and third party reviewers.
- You are consulting with other hospitals and systems to help them replicate what you have done within your institution.
- Your lab is recognized as among "the best in the business" because of how your lab team uses all the attributes from the first three levels.
- Examples of world-class labs can be found within prestigious institutions like Mayo, Stanford, Vanderbilt, MGH, Cleveland Clinic.
- Extra credit! Your lab has created the database structure that allows it to mine the value of lab test data.