



New Approaches to Improving Laboratory Courier and Logistics



Mark A. McSally, Esq.
Chief Operating Officer/General Counsel



Joined Dominion Diagnostics in 1999 as Outside General Counsel and moved internally in 2006 to assume the role of Corporate Counsel.

Responsible for all aspects of Dominion's legal and regulatory needs, including government relations and corporate compliance.

As Chief Operating Officer - involved in all aspects of the operational management of Dominion Diagnostics, providing oversight to the Payer Relations, Clinical Services, Laboratory, Research and Development and Client Services teams.



Jeff M. Walsingham
Laboratory Market Strategy



Responsible for developing and executing UPS's laboratory market strategy to serve the unique logistics needs of the laboratory sector focusing on creating special capabilities and solutions that bring value to the specimen logistics supply chain.

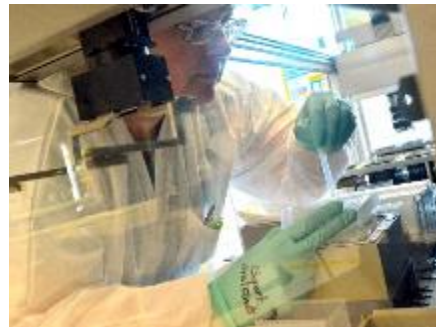
Responsible for the Laboratory Strategy: coordinating development of special capabilities supporting diagnostic, dental, vision, and audiology labs

Focused on the creation of programs that support improved turn-around time, specimen stability and efficiencies that contribute to offsetting declining reimbursement headwinds faced by the diagnostic lab community.



Advanced Drug Monitoring & Clinical Testing Solutions

- Headquartered in a 50,000 square foot state-of-the-art laboratory located in North Kingstown, RI
- Additional laboratories located in Greensboro, NC and Williston, VT
- Patient service centers and administrative offices around the country

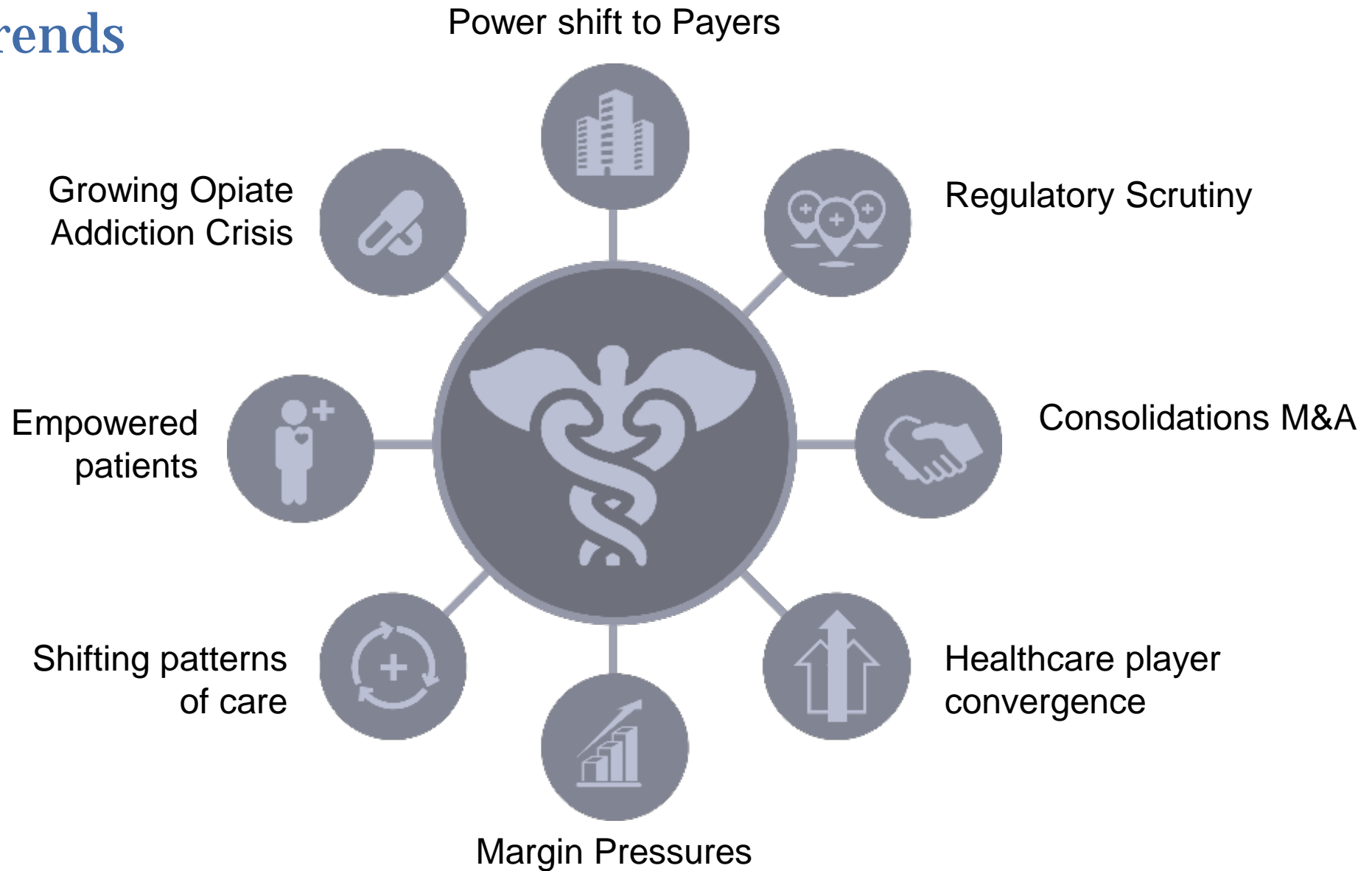




Brief History and Services Overview

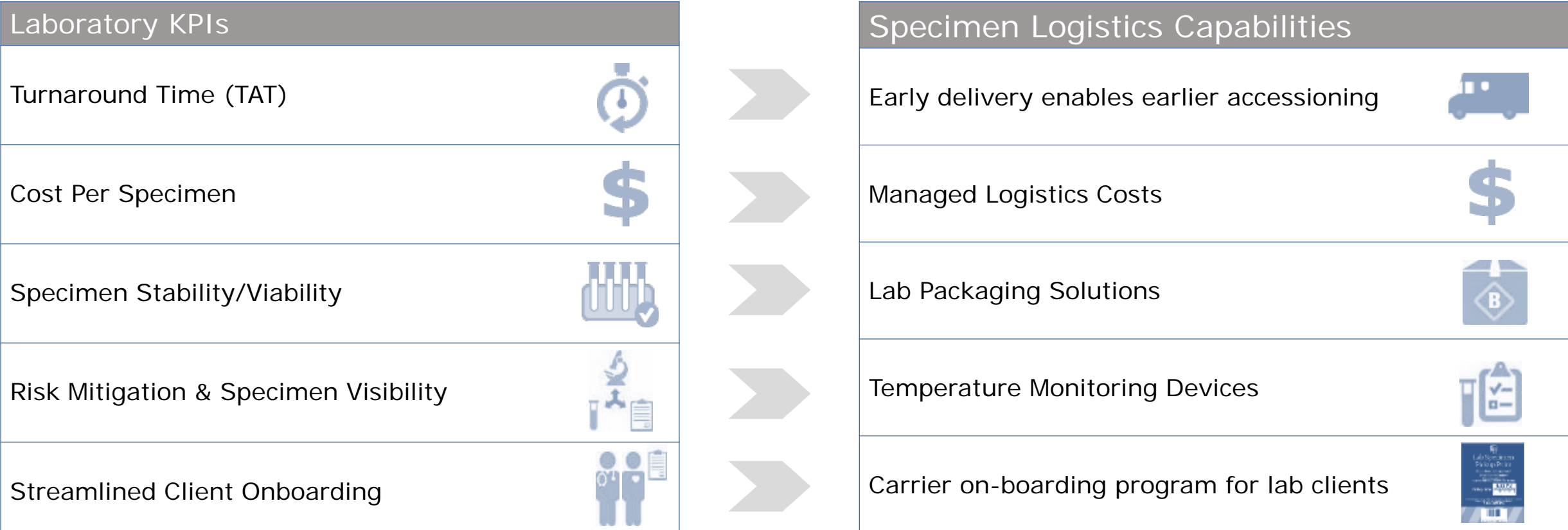
- Founded in 1997 and originating from a small warehouse garage, Dominion Diagnostics has been a trusted provider of clinical laboratory services for over two decades
- Dominion Diagnostics is a known Industry leader for its quality science, innovative clinical and information solutions and its ethical approach to responsible laboratory utilization
- Dominion Diagnostics has grown exponentially over the years to support a national network of customers in 40+ states
- Dominion Diagnostics offers a single source solution for clinical urine drug monitoring and routine blood testing services
- Dominion's services rely upon efficient, customized logistics support and continual improvements

Industry Trends



Lab KPIs & Logistics Capabilities

Smarter Specimen Logistics: Speed, Reliability, Ease of Use





Logistics support for Dominion's business requires precise execution

- Special Early Delivery requirements
- As precaution: Kit required secondary internal packaging for leaks
- Margin Pressure: High cost of couriers
- Clients are demanding: Clinics want later pickup times
- TAT: Lab Needed Earliest Possible Delivery
- Challenges: Specimen Handoff and Pickup Execution



TAT Tip #1 –Collaborate—keep pushing what is possible

Logistics support for Dominion's TAT needs

- Dominion's TAT objectives required accessioning as early as possible
- Dominion worked collaboratively with parcel carrier to outline specs
- UPS developed an Early Delivery special operating plan (SOP) to enhance TAT
- Saturday delivery Special Operating Plan negotiated and activated

Laboratory Kits & Packaging

Got Leakers?

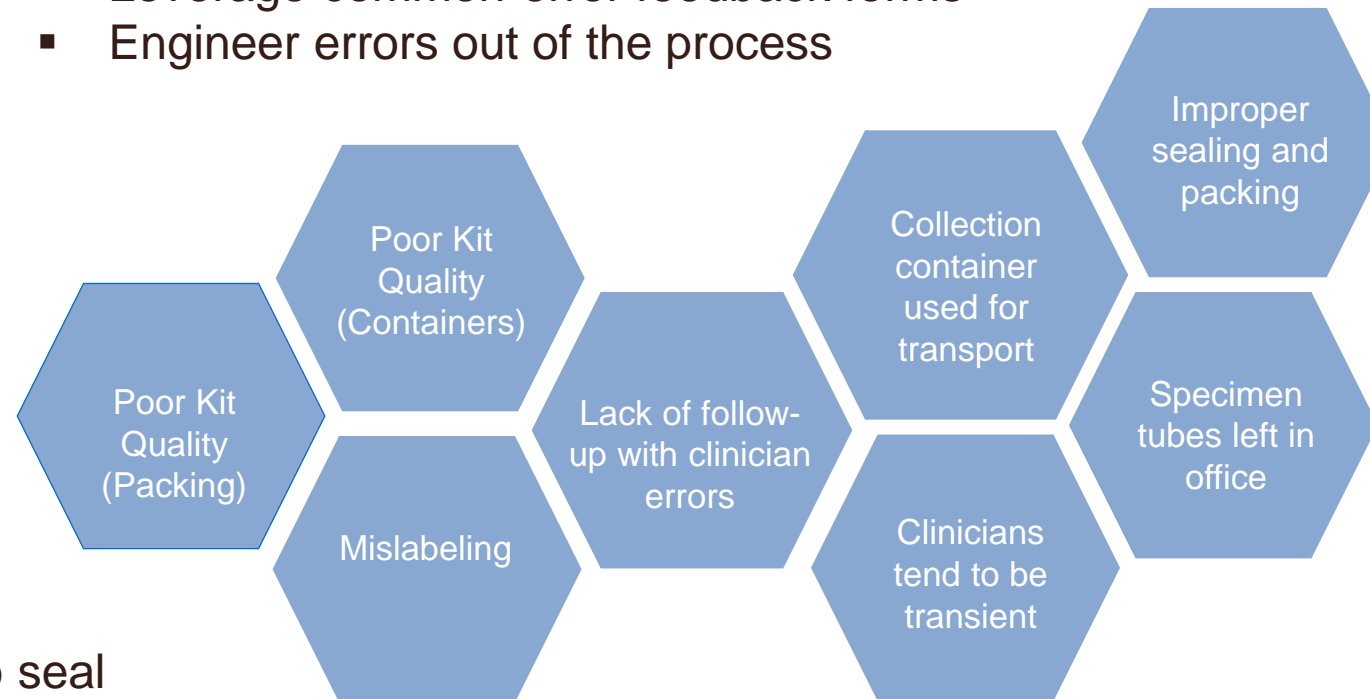


Specimen Collection Issues

Risk Mitigation and Q/A Processes



- Develop feedback system for kit quality
- Develop Closed-Loop follow-up for clinician errors
- Leverage common-error feedback forms
- Engineer errors out of the process



- Deskill processes
- Use graphical how-to seal
- Tertiary zip-lock and absorbents
- Leverage high-quality collection media, audible click seals
- Leverage transportation carrier outer over-packaging



Specimen Logistics - Kitting 101

Kit Tip #1 –Make it easy on sites—make it easier on yourself

- Simplify clinical decisions and actions
- Where possible pre-label boxes and complete the documents as much as possible.
- Use default weights
- Example: If the Lab Operates on Saturday, use Saturday service for all kits (keeps simple for clinicians), parcel carrier can create special solutions for this.



All labels leverage
Saturday Service
De-Skills clinical
knowledge units



Specimen Logistics - Kitting 101

Kit Tip #2 –Design kits by beginning with the end in mind

- Use indicators that prioritize kits to the Lab's Need: East Coast vs West, Stat Requests, Priority Clients
- If your lab receives UN 3373 Category B Infectious Substances
 - Leverage Pre-marked transportation provider packaging with diamond labels eliminating steps for clinician





Specimen Logistics - Kitting 101

Kit Tip #3 –Use visual how-to guides

- Minimize text, and maximize visuals
- Simplify processes and steps
- Remember, each lab has its own process

The image shows a page from the UPS Clinicians' Specimen Shipping Guide. It features a dark blue header with the UPS logo and the title 'Clinicians' Specimen Shipping Guide'. Below the header, a yellow banner reads 'Follow the 4Cs to ensure your lab specimen is properly packaged to maintain specimen stability and viability.' The main content area is divided into four columns, each with a visual guide and a numbered step: 1. CLOSE (Linen a 5% vial in the container, verify the top of the vial is intact), 2. CLICK (The collector should feel and hear the vial click closed), 3. CHECK (Turn the vial upside down to verify there is no leakage), and 4. CONFIRM (Collector signs the bag, verifying they have closed, clicked, and checked the vial for leaks). Below this, a yellow banner reads 'Specimen Shipping Quick Check List'. The list contains six items, each with a checkmark: 'Followed the proper order of draw', 'Double checked to ensure all test vials for each patient are present (no serum tube remaining in centrifuge)', 'Ensured you are not shipping specimen collection cup(s) (use only appropriate transport vials)', and 'Sealed the UPS Laboratory Pak to avoid any creases or wrinkles'. At the bottom, a small text line provides information on where to find biological and infectious substance information.



Specimen Logistics - Kitting 101

Kit Tip #4 –Continually Improve the Process

- Dominion is leveraging new carrier packaging to:
 - Reduce loss and contamination due to leaking specimens
 - Eliminate the need for additional packaging in the Lab Pack which results in cost savings
 - Clinicians benefit with greater ease of use: Time savings with elimination of inner sleeve packing step and inventory control
- UPS Pak has built-in absorbent (350 ml)



Inner sleeve
no longer needed

Lab Packaging To Protect Specimen Viability

Engineered for high visibility, leak protection, ease of use, and specimen protection

Ambient specimen packaging



Temperature controlled specimen packaging



Lab Specimen Pickup Point

Solutions for:

- Clinics
- Lab Sales Forces
- Lab Logistics



The UPS Lab Specimen Pickup Point



- Pinpoint Pick-up location & time, lockbox friendly, UV resistant
- Enhanced Inbound tracking visibility
- Improved pick-up performance—lab's sales more productive
 - Over 80,000 pickups at 99.98% effective
- Clinical experience—professional driver, later pickups
- Cost-effective versus couriers
- Streamlines clinical site on-boarding
- New technology enhancements



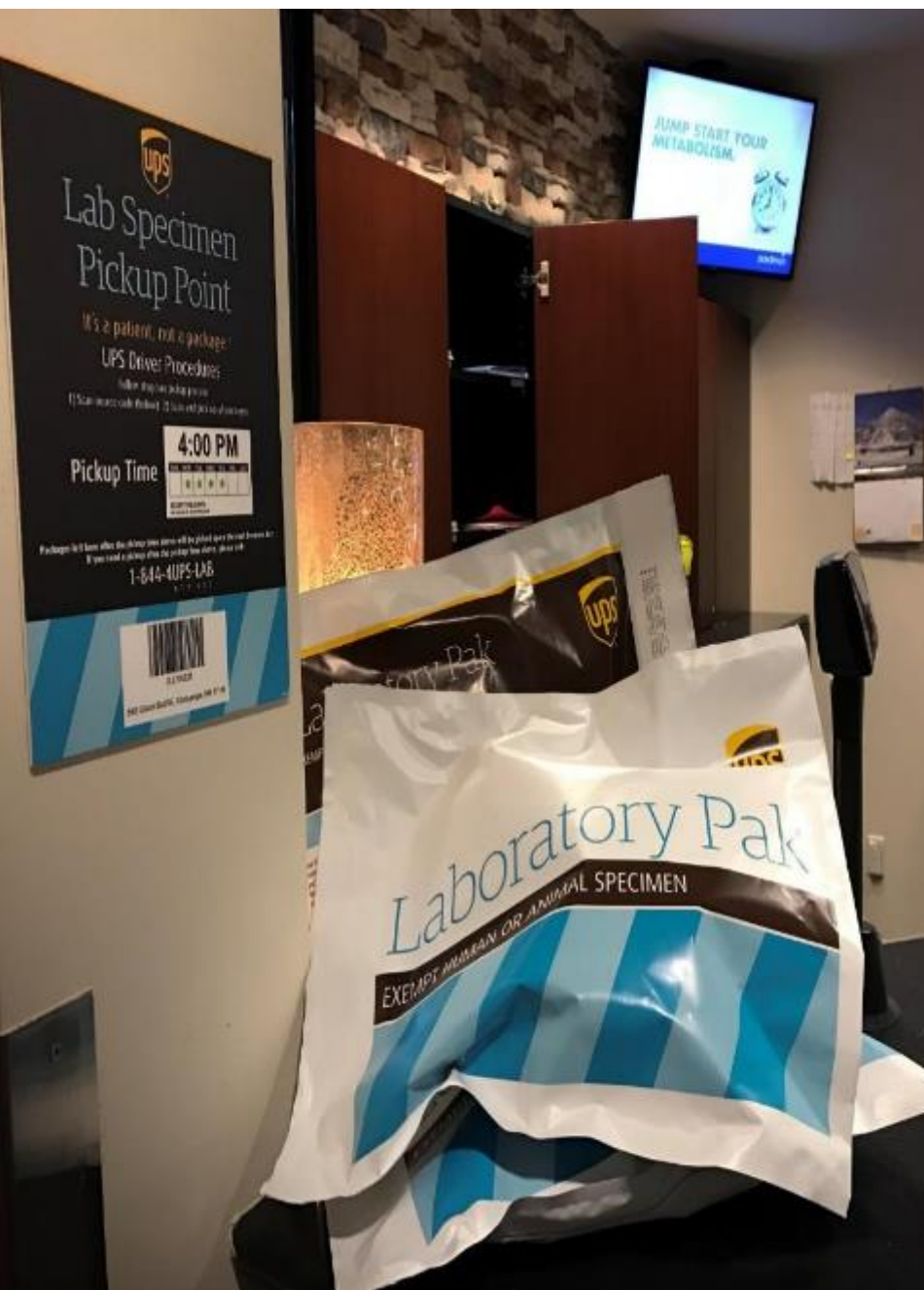
Benefits

Dominion Diagnostics leverages the Lab Specimen Pickup Point to:

- Reduce High Cost Couriers
- Improve Pickup Performance
- Provide more accountability and visibility into the specimen pickup process
- Provide consistency in service levels throughout the country

UPS Pickup Point Deployment Process

- UPS Lab Implementation Services collaborates with:
 - Lab logistics and operations
 - Client services
 - Lab sales teams
 - Clinical sites
- Customize Optimal Plan and timelines
- Initiate Clinical Communications
- Gather & Validate client data
- Deploy Pickup Point Welcome Kits



UPS Lab Pickup Point Launch Process

- Currently, the best fit is for defined schedule pickups (M-F or MWF etc.) after the Enterprise Release - there will be an On Demand Pickup Point
- Communicate with Lab Sales Team, then clinical sites—review onboarding video
- Complete Pickup Point Template Excel file— Validate address, pickup and close times
- UPS sends file to Placard Vendor—Placard welcome kit ships to clinics
- Confirm Placards are hung
- Go live

Setup Key: Solid Communication
& Accurate Client Site Data

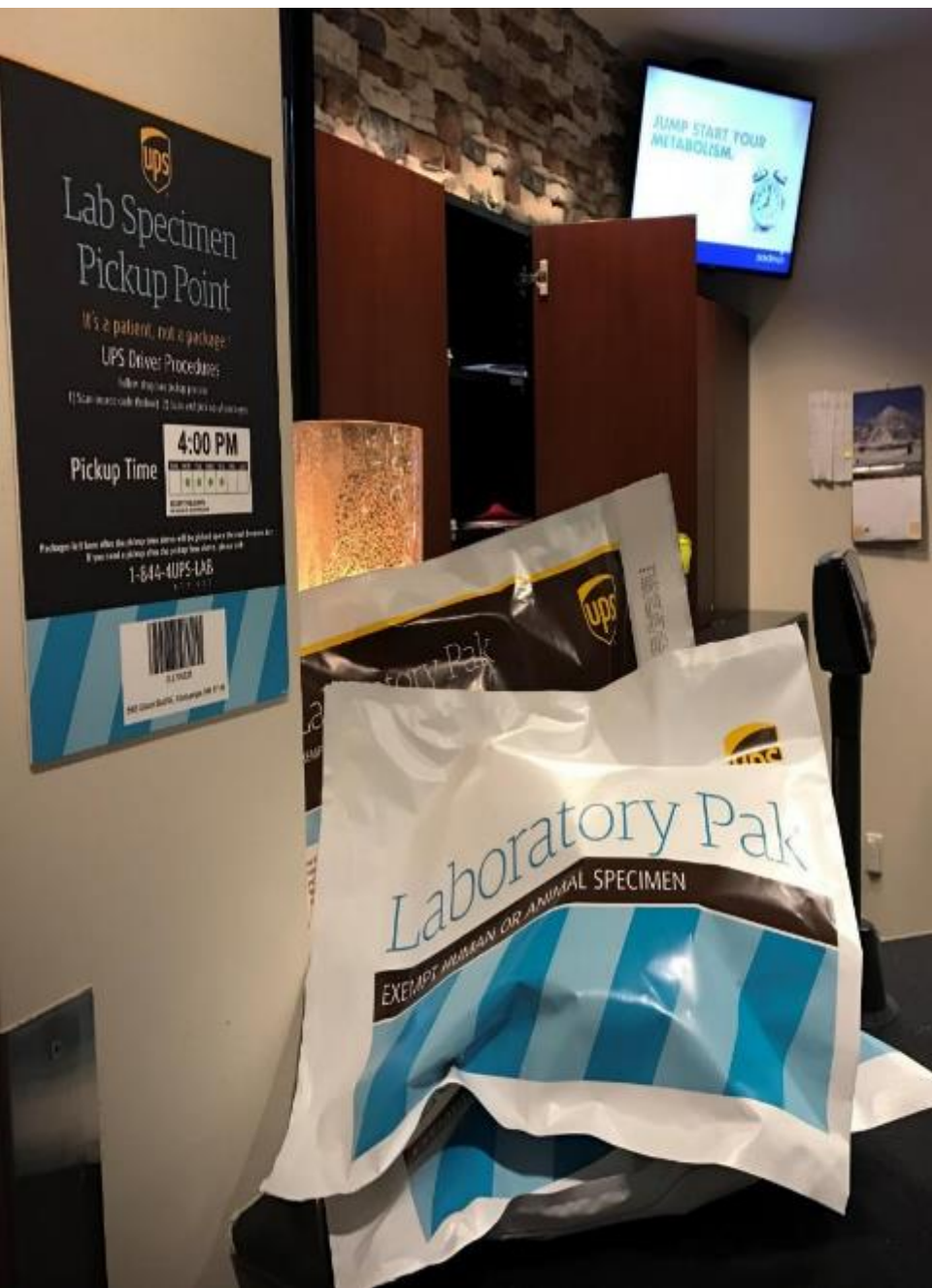


Client Onboarding Video



Future Enhancements

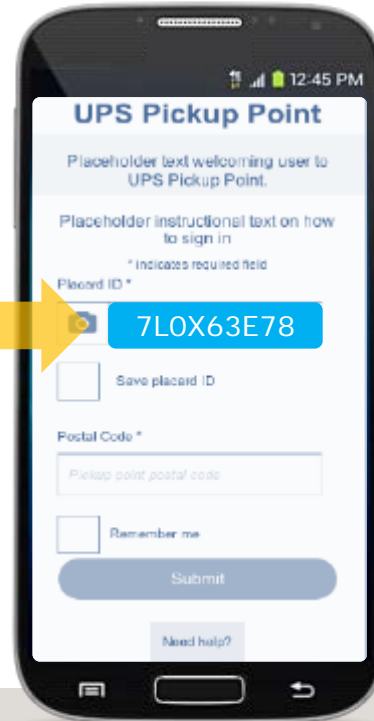
- On Demand Pickup Point – Occasional pickup
- Simple electronic pickup request for clinics (mobile phone, tablet, desktop)
- Pickup status dashboard for clinics and lab sales
- Pickup status e-mail & text alerts and reminders for clinicians and lab sales representatives
- Monitored pick-up points



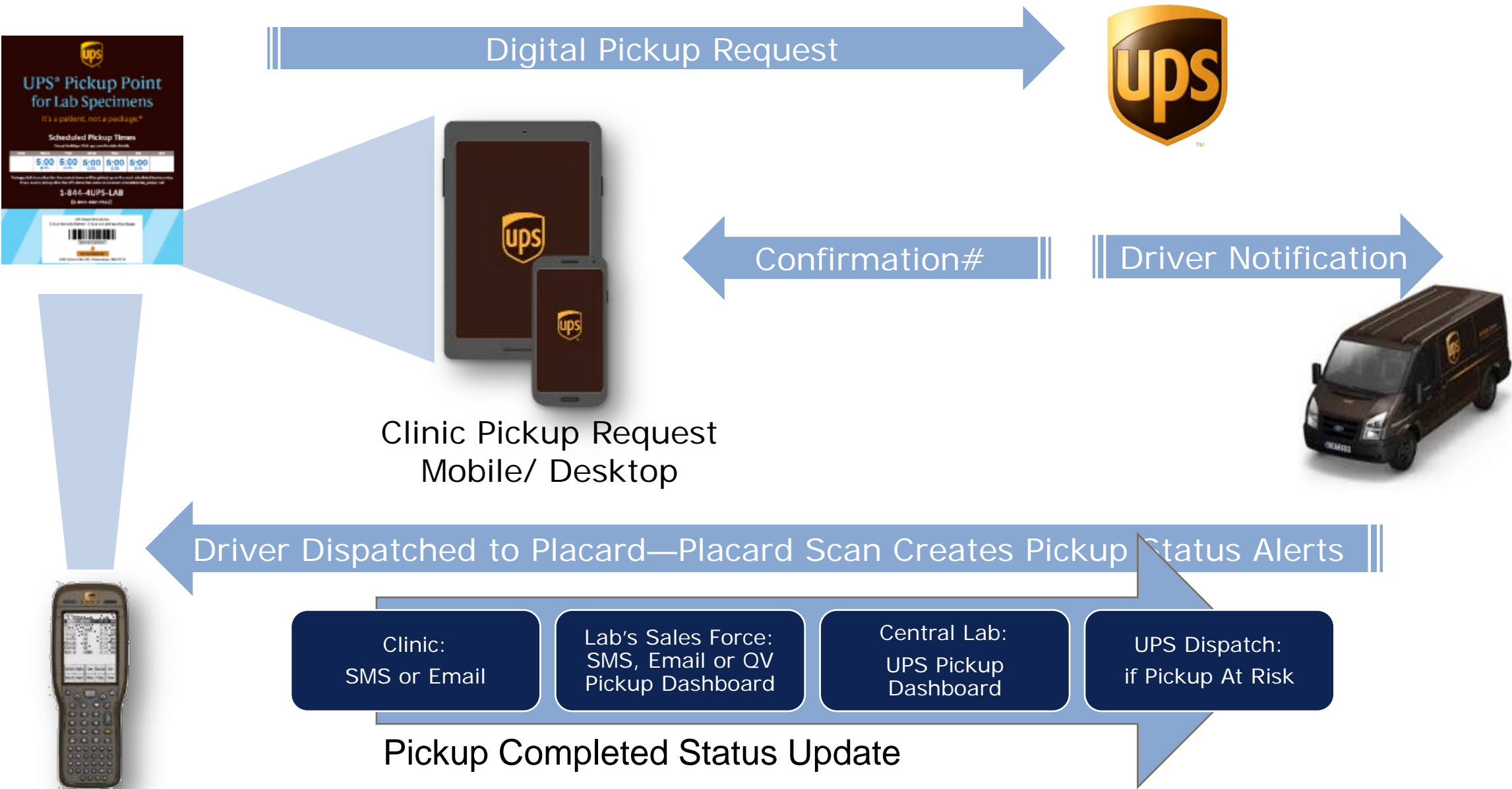
Digital Pickup Request: Mobile or Desktop

Enhancing clinician ease of use

- Web interface
- Provides pick window reminders
- Virtually one click and ship
- Increases pickup request accuracy
- Increases efficiency
- Saves clinician time
- Clinician satisfaction
- Provides Confirmation number



UPS Key Strategies: Smart Pickup / On Demand Pickup Request



2017 Lab Specimen Pickup Point

Customer Features

The Clinics



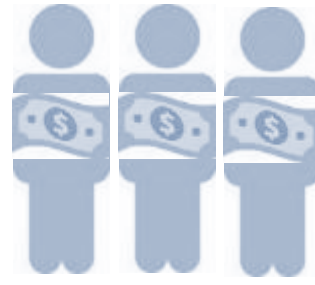
Digital Smart/On Demand Pickup

- Simple click for pickup
- Eliminates Phone Calls
- Mobile/Tablet/Desktop
- Pickup Reminders

Status Alerts Mobile/Email

- Pickup Requested
- Pickup Completed
- Pickup at Risk
- Pickup Missed

The Lab's Salesforce



Status Alerts Mobile/Email

- Pickup Requested
- Pickup Completed
- Pickup at Risk
- Pickup Missed

QV Pickup Dashboard

- Pickup Status
- Lab's Packages

The Lab



Pickup Status QV Dashboard

- Pickup Requested
- Pickup Completed
- Pickup at Risk
- Pickup Missed


Visibility User Setup

- Lab Sales Team

Quantum View Manage

- Summary of lab pickup points
- Pickup status dashboard
- Pickup Point # and Name
- Inbound specimen tracking
- Specimen package status will affiliated pickup point

Summary of UPS Pickup Points

Date: 06/06/2010 

Refresh

Displaying XX-XX of XXXX

First | Previous | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | ... | Next | Last

Subscription Details

Pickup Point ID	Nickname	Pickup Status	How Serviced?	Subscribe Alerts?	Address	Postal Code	City	State	
[0000000000]	[user data]	[status]	Smart	Subscribe	[0000 Street Name][Suite 0000]	[00000]	[City value]	[State]	Discard
[0000000000]	[user data]	[status]	Daily	Subscribe	[0000 Street Name][Suite 0000]	[00000]	[City value]	[State]	Discard
[0000000000]	[user data]	[status]	On-Demand	Modify	[0000 Street Name][Suite 0000]	[00000]	[City value]	[State]	Discard
[0000000000]	[user data]	[status]	Smart	Modify	[0000 Street Name][Suite 0000]	[00000]	[City value]	[State]	Discard
[0000000000]	[user data]	[status]	Smart	Subscribe	[0000 Street Name][Suite 0000]	[00000]	[City value]	[State]	Discard
[0000000000]	[user data]	[status]	Daily	Modify	[0000 Street Name][Suite 0000]	[00000]	[City value]	[State]	Discard
[0000000000]	[user data]	[status]	On-demand	Subscribe	[0000 Street Name][Suite 0000]	[00000]	[City value]	[State]	Discard

Shipment Details

E-mailDownload as CSV

Add/Remove Fields

Type	Tracking Number	Status	Manifest Date	Pickup Point ID	Nickname	Shipper	Shipper Country
[QVM View]	1ZXXXXXXXXXXXXXXXXXX	{Status}	MM/DD/YYYY	[123456789]	[Customer -entered value]	{SHIPPER NAME} {CITY, ST, COUNTRY}	US
[QVM View]	1ZXXXXXXXXXXXXXXXXXX	{Status}	MM/DD/YYYY			{SHIPPER NAME} {CITY, ST, COUNTRY}	US
[QVM View]	1ZXXXXXXXXXXXXXXXXXX	{Status}	MM/DD/YYYY	[123456789]	[Customer -entered value]	{SHIPPER NAME} {CITY, ST, COUNTRY}	US
[QVM View]	1ZXXXXXXXXXXXXXXXXXX	{Status}	MM/DD/YYYY			{SHIPPER NAME} {CITY, ST, COUNTRY}	US

Smarter Specimen Logistics

TAT: Specimen delivery time

- Solution – Compare Carriers and Couriers for earliest delivery time possible
- Tip: Ask about Special Operating Plans for earliest possible delivery

Specimen Stability/Viability

- Solution - Engage carrier for packaging consultation and temperature monitoring capabilities

Client Satisfaction and Expense Reduction

- Solution - Engage carrier and/or courier for solutions that will driver marked improvement in Client Feedback

Discussion / Q & A



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Laboratory Market Strategy

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Thank You

