

LTS Health assisted Pathcare with continuity planning to ensure uninterrupted laboratory operations during a major laboratory automation upgrade.

Pathcare is one of the leading pathology providers in South Africa. The reference laboratory in Cape Town relies heavily on an automated testing platform to deliver patient results efficiently and accurately. Replacing this system could have resulted in months of downtime of the automated platform, Pathcare wanted to ensure continuity of their service and quality during this period while keeping the cost of the change as low as possible.

Automation upgrade challenges Pathcare faced:

- What impact will the transition have on the laboratory workload?
- Substantial downtime between the decommissioning of the existing automation solution and the implementation of the new solution.
- Increased sample handling requirements during transition period.
- Uncertainty whether interim equipment can handle the demand.
- Capacity of the interim solution needs to be validated to ensure that tests can be accommodated without a substantial increase in turnaround time.
- Will additional staff be required to cope with the increase in manual work?
- Interim equipment requires samples to be transported, loaded and unloaded manually.
- Activities to be analysed to determine the optimal staff requirements.
- Is there enough space to implement an interim solution?
- Space requirements to be determined for equipment, samples queuing and archiving.

Project goals:



Develop new processes to ensure continuous service delivery



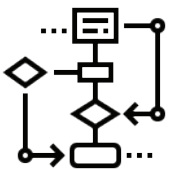
Model staffing requirements during the transition period



Verify that proposed equipment can keep up with the day to day testing demand



Calculate storage and space requirements for the proposed sample flow



Process Enabled

A detailed workflow was developed in cooperation with the Pathcare team to ensure uninterrupted service.



Data Driven

Actual volumes and arrival patterns have been used to quantify workload of the laboratory.



Results oriented

All testing remained inhouse with limited sending out of tests. Service TAT and quality was uncompromised during automation upgrade.

“LTS Health demonstrated expert insight into our laboratory operations. They used data driven strategic decision making tools with which they validated the continuity plan put in place. The evidence based outcomes gave us peace of mind, knowing that the setup can handle the test volumes required for service continuity.”



Sandy Allen
Area Manager, Pathcare

Project outcomes:

- ✓ Newly designed laboratory operational processes for the interim period.
- ✓ Validate impact on service delivery TAT.
- ✓ Capacity analysis on resources (staff and equipment) to accommodate the increased manual workload.
- ✓ Validated business continuity plan.
- ✓ Risk mitigation framework and contingency plan.