

“Labs should be partnering and providing the assistance that providers and payers need so that they can focus on individual patients.”

- Kathy Hendrickson, Director, Clinical Systems, TriCore Reference Laboratories

Client Overview:

TriCore Reference Laboratories (TriCore) is an Albuquerque-based independent clinical reference laboratory affiliated with and serving three major healthcare systems:

- Presbyterian Healthcare Services
- Lovelace Health System
- University New Mexico Health System

Existing Technology:

- Sunquest Laboratory™ 8.1
- Sunquest PowerPath® 10
- Sunquest Clinical Financial™
- Sunquest Collection Manager 6.7™
- Data Innovations® Instrument Manager™

Challenge:

- Standardize laboratory equipment, consolidate connectivity, concentrate patient information
- Partner with providers and payers in community health
- Overcome negative reimbursement effects

Solution:

Data Innovations' Instrument Manager connects lab instruments and devices, which interface with and feed Sunquest Laboratory test results. Instrument Manager and Sunquest Laboratory helped to standardize TriCore processes and enable interoperability. Together with the Rhodes data solution, Data Innovations and Sunquest make it possible for TriCore to compile and share information about at-risk patients for community health services to providers and payers.

Goals Achieved:

- Consolidation of connectivity by Instrument Manager™, concentration of hospital IDs or HIDs within Sunquest Laboratory (from 11 to 3)
- Leap being made into community health with Diagnostic Optimization data analytics service to providers and payers
- Added new services
- Autoverification reaches nearly 80% and even esoteric tests autoverified
- Cost savings in lab fees
- Sustainable interoperability
- TriCore continues to reach for Clinical Lab 2.0

