



QUALITY UPDATE

A monthly publication providing information and updates to CompuNet Clients.

Mission: Improve the Health of Our Community through Excellence in Medical Laboratory Services

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CompuNet + Clients = Strong Partnership

By Patrick Kelly – Vice-President of Sales & Marketing

Think of the relationships you have in your life. Some like family and friends are cherished. While others, like your utility company or internet provider are rarely thought of as a relationship. You have to put value on relationships and those with the most value generally are the most important to us all. At CompuNet there is no higher valued relationship we have than that of our partnership with our clients.

Last month we released the results of our first ever online client survey. Almost 30% of clients who received our email invitations to participate responded to it and CompuNet received wonderful grades. I want to personally thank everyone who responded. If you did not receive our survey and wish to fill one out please contact me at the number below. These surveys help us do a better job serving you.

What I want to discuss today is how CompuNet views its clients. To put it simply, we are here to serve and provide the highest quality to our clients, so they can provide the highest quality of care to their patients. CompuNet does NOT view their relationship with its clients as a vendor but as a partner. We understand that we are a reflection of your practice to your patient. In the following articles, you'll see what we are doing to help build that relationship with you.

It is important for me to make sure that each of our clients feels they have this type of relationship with CompuNet. While your relationship in no way compares to that of your family and friends, it is hopefully viewed as one of your highest professional relationships for your practice.

If you have any comments or suggestions on ways to improve our relationship with you please contact me at the number or email below. Thanks and have a great summer.

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CompuNet and CRM

By: Carolyn Thaman – Six Sigma Master Black Belt

Lisa Barnhart – QA/Six Sigma Assistant

Allen May – Information Resources Developer

CompuNet has implemented a new software tool that will ultimately benefit you – our Clients! It is a CRM software – Customer Relationship Management. Since you communicate with us thru many points of contact – we wanted to have a clearer and easier method to understand your total experience. The CRM is enabling us to do this.

CRM applications are used throughout many industries to “see” that total customer experience. Think of your own personal life – do you have a favorite company or store that you do business with? Do you feel like whenever you have a question or an issue – they are on top of it – ready to assist? Chances are they are using a CRM application to manage information from their customers.

How will this new software help us provide better service to you and your practice?

CompuNet employees have always tried to provide quick answers or quick resolves to questions or issues that you have experienced with us. The CRM application will improve that through:

- Sales and Marketing staff can staying on top of individual client needs – if you phoned in an issue to any of our departments, sales and marketing can immediately see that and determine what they can do to assist you. It provides them with “real time” information.
- Client Service staff will be able to be more educated with your account and your needs so they are able to address your questions faster and easier.

How will this new software help improve services to all our clients and patients?

CompuNet utilizes the tools of Six Sigma to improve processes for our clients and for employees. Six Sigma is based on understanding the voice of the customer (VOC), measuring how we are doing, analyzing and improving if the data shows the need, and controlling those gains. The CRM tool will help by providing that VOC by:

- Identifying new processes that will benefit our clients,
- Identifying opportunities in current processes,
- Identifying “best practices” from one client to another, tracking of improvement projects so we can ensure improvement gains will be maintained.

Is all of CompuNet currently using the CRM?

- The answer to that is “No” – not yet. The CRM is a large undertaking and we are implementing it in phases.

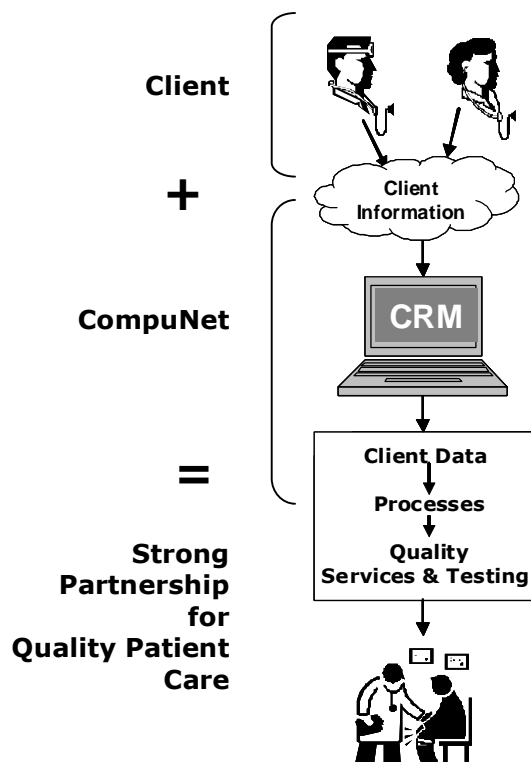
The following areas were in Phase 1:

- Sales and Marketing
 - Prospect tracking, client meeting tracking, client contact notes and the ability to view specific client needs.
- Client Services
 - Client information tracking for use by sales staff and for own client calls.
- Quality Assurance
 - Utilized by all CompuNet staff to document any quality issues related to patients or clients. QA resolutions then assist in determining opportunities for process improvements, new processes, and staff development.
- Compliance
 - Tracking and resolution of compliance issues.

What are the next steps for implementation across all of CompuNet?

The next phases of implementation are in the works. There have been training sessions held for all employees in order to utilize the Quality Assurance function.

The ultimate goal for the project is to improve the way we work at CompuNet, eliminating duplication and inconsistencies of processes. This will enable our employees to interact more effectively and efficiently with you and your staff. The CRM implementation is one of CompuNet’s service strategies for 2009 – “Best class in service and quality to all we serve.”



ImmunoCap Update

By: *Jessica Hutchinson – Serology Team Leader*

In May of this year, CompuNet began performing ImmunoCAP Specific IgE and Total IgE allergy testing at its Sandridge facility. ImmunoCAP Specific IgE blood tests are used to add objective evidence in diagnosing patients with allergy-like symptoms. This testing provides a clinically relevant means of confirming or excluding the presence of allergy-related illness in patients with upper respiratory symptoms. ImmunoCAP can also identify specific allergen sensitivities in those patients with confirmed allergy – which is helpful in practicing avoidance.

Upper respiratory disease is defined as a collection of conditions that includes allergic rhinitis, non-allergic rhinitis and sinusitis. All of these illnesses share similar symptoms which make it difficult to differentiate and accurately diagnose with history and physical alone. It is important to get to the true cause of upper respiratory disease to ensure proper and effective patient management. Studies show as many as 65% of patients on prescription non-sedating antihistamines are not allergic. An accurate, definitive diagnosis based on laboratory evidence leads to: more appropriate medication usage – including antihistamines and antibiotics, greater patient satisfaction and better control of costs associated with upper respiratory disease management.

Current literature suggests the prevalence of specific allergen sensitivities and the incidence of allergic symptoms can be linked to. Eczema is typically the first symptom of the youngest age group, followed by gastrointestinal symptoms. Next, patients experience recurrent otitis media as a result of eustachian tube dysfunction associated with food allergies. Sensitization to inhaled allergens occurs next, with a marked increase in incidence and prevalence by age 3. This is commonly referred to as the Childhood Allergy March. Although these illnesses often follow the progression of the March, allergy sensitivities may emerge with symptoms of any of these conditions, and may involve more than one illness at a time.

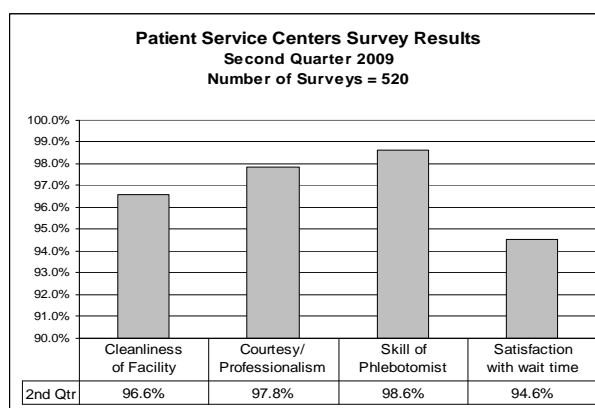
Please refer to the inserts for more information regarding allergy testing at CompuNet. If you have additional questions, feel free to contact me – Jessica Hutchinson at 937-297-8208.

CompuNet Patient Service Updates

By: *Terrie McManes – Patient Service Center Director*

Second Quarter Patient Survey Results

Our Patient Service Center Phlebotomists provide satisfaction surveys to the patients they serve. Our goal is to obtain a survey from at least 50% of our patients. These post marked surveys are addressed to me - Terrie McManes – Director of PSCs. I review each survey and address all opportunities. The second quarter results are shown in the graph below. There were 520 surveys returned and as you can see; patients continue to provide us with strong satisfaction scores. We also capture the wait times for our centers and the average for this quarter was 6.3 minutes. The question “Would you recommend CompuNet to a family member or friend?” provided us with a score of 98.6% as YES!



New Lima Patient Service Location

CompuNet Clinical Laboratories now has a draw site at the following location:

Internal Medicine Specialties
920 West Market Street
Suite 210
Lima, OH 45805
Phone: (419) 229-3362
Open Hours: Monday – Friday 8:00 AM – 4:00 PM

There is ample parking and the site is handicapped accessible.

Comments?

The Patient Service Center management staff and employees strive to provide the highest quality and service to their patients.

If you hear any concerns from your patients, please contact me - Terrie McManes at 937-297-8285.

JDRF and American Heart Association Walks

CompuNet Clinical Laboratories employees provide strong support for the many local agencies and community events. The American Heart Association and Juvenile Diabetes Research Foundation have upcoming walks that our company and employees are proud to support. If you would like to join us for the walks, contact your CompuNet sales representative. Or if you are already planning on attending one or both, we'll see you there!

<p><i>American Heart Association “Learn and Live” Heart Walk</i></p>	<p><i>JDRF “Walk to Cure”</i></p>
<p>Date: September 26, 2009</p>	<p>Date: October 3, 2009</p>
<p>Location: Eastwood MetroPark in Dayton, Ohio</p>	<p>Location: Island MetroPark in Dayton, Ohio</p>
<p>Length of Walk: 5K</p>	<p>Length of Walk: 5K</p>

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