

The Doctors Laboratory leads digitalisation in **navify**® Analytics for POC integration with **cobas**® **infinity** POC

navify Analytics offers improved visibility of device issues management for The Doctors Laboratory (TDL).



THE DOCTORS
LABORATORY

- TDL provides a fully managed POCT service across 70 private hospitals
- Clinical governance of over 750 POCT devices
- Over 200,000 POCT results produced annually
- Over 11,000 clinical users
- All POCT devices connected to middleware, LIMS and EPR

Situation

TDL is committed to multiple Service Level Agreements for providing a POCT service to various private hospitals across the UK. This includes ensuring that POCT devices are functioning as expected and data is readily available, simple to understand and supports informed operational decisions.

Before the integration of **navify** Analytics for POC with their 750 devices connected to the **cobas**® **infinity** POC solution, issues with devices were monitored retrospectively, with avoidable demand on staff to troubleshoot and consider corrective action. Their goal was to increase the uptime and availability of their POC devices for clinical use, and limit the impact for members of the POC department.

As their service is constantly evolving, they also require solutions that rapidly evolve to meet their current and future needs.

Solution

The adoption of **navify** Analytics for POC allows the department to access a configurable and relevant overview for proactively reviewing POCT device issue status. A custom dynamic dashboard was created, refined by filters for specific POCT device hardware errors. They focused on errors that may result in more significant downtime of their devices so they could minimize the frequency of clinical users needing to report device problems.

Using data from the dashboard, a report is automatically generated and emailed to all members of the department on a regular basis, ranking devices with the most issues and their error descriptions by site and issue category. This increases convenience for staff so that decisions can be made before issues become more significant.

As a result the total number of device issues decreased by approximately 31% between March and June 2022. The solution has meant they can easily view other important trends such as testing volumes and active devices.

✓ Minimising the impact of device errors

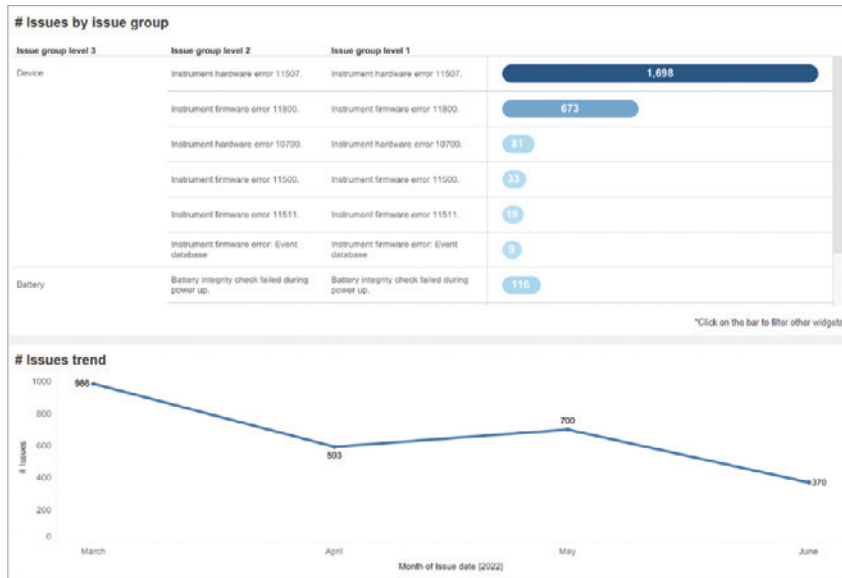
Proactive monitoring of device issues

Before implementing **navify** Analytics for POC, which integrates with our **cobas® infinity** POC solution, TDL had to react to clinical users feeding back on device issues. Now, TDL can proactively review POCT device issues and pre-emptively provide replacement devices where needed to provide increased device uptime and availability for patient testing, as well as improved customer relations.



Chris Sweetman-Wright
Point of Care Operations Manager

Accu-Check device hardware error: Issues per Device dashboard template



“With reports of device issues we can take proactive rather than reactive steps to increase device uptime.”

✓ Improved visibility and trend analysis

TDL can quickly view the number of active devices, patient tests being performed and device operators to see fluctuations in demand by site, according to device type or specific devices.

“With the overview dashboard we can easily monitor device usage and operators across multiple device types and sites to ensure an optimal service.”

Chris Sweetman-Wright

Overview Dashboard:



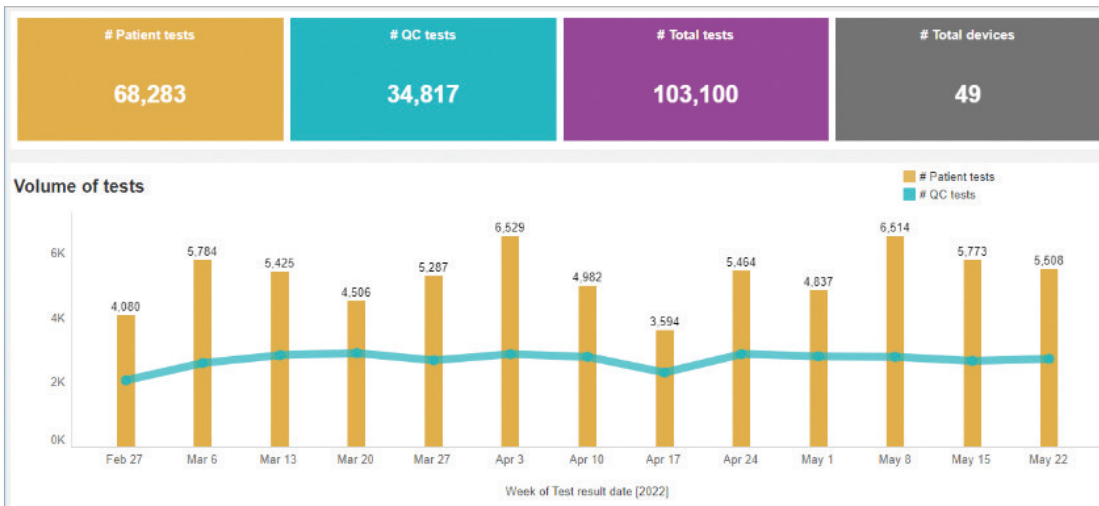
✓ Confidence for the future

Partnership, collaboration and a robust development cycle means that **navify** Analytics for POC has evolved quickly, providing confidence that it will continue to meet the growing needs of a progressive POC service like TDL.

“Roche has been quick to listen and respond to requests for change including the addition of device name and incorporation of non-Roche products into the dashboards.”

Chris Sweetman-Wright

Test Volumes Dashboard:



Ending Summary

By frequently monitoring their performance with accurate and up-to-date data, **navify** Analytics for POC integrated with **cobas® infinity** POC has supported TDL with operational efficiency and workflow optimization.

Disclaimer: Individual lab results may vary, and testimonials are not claimed to represent typical results. All testimonials are real participants, and may not reflect the typical purchaser’s experience, and are not intended to represent or guarantee that anyone will achieve the same or similar results.

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Regulatory Approval	Kazuo Semitsu Regulatory 31-Jan-2023 23:25:30 GMT+0000
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