



Antek's success is a direct result of feedback from our customers.

Jim Milligan

Professional

President, Antek HealthWare,
Laboratory Division of Visionary HealthWare

More than 20 years of healthcare IT experience
general manager/senior VP of Sales,
Government Program Division, QuadraMed;
previously worked at healthcare companies
Millbrook, McKesson, and Terrano.

Education

BA/BS Ashland University
Ashland, OH

Personal

An avid outdoorsman and sports fan;
enjoys spending time with his wife and three children.

Milligan says customers key to Antek's success

An LIS is a powerful tool. With more than 80% of the clinical decision-making information originating from the laboratory, an effective laboratory information system (LIS) plays a major role in facilitating better healthcare. Antek HealthWare's LIS allows for laboratory automation and interoperability with other software systems and has the ability to increase throughput and improve result distribution to the ordering physicians. We offer features that ensure quality-assurance/quality-control procedures are being properly managed — which greatly enhance the accuracy of laboratory testing. Additionally, rapid result distribution allows the ordering physician to either diagnose and treat a patient or refer a patient to a specialist in a timelier manner — leading to better patient care. Our outreach tools and reporting capabilities also can affect the profitability of the lab.

Continuous product enhancement. Antek's organic growth strategy has allowed us to focus on the needs of users in the clinical lab in order to make enhancements to our flagship product, LabDAQ LIS. New products and new functionalities allow us to continue to evolve our primary markets while we look to enter new laboratory markets. As the adoption of electronic health records increases and the needs of hospital, clinic, physician office, and reference labs grow and change, we will continue to develop products with the end-user in mind.

Feedback is fundamental. Antek's success is a direct result of feedback from our customers. We conduct regional user group meetings where we have open forums with customers in order to further their knowledge of our products and get feedback for future improvements. We participate in KLAS, a third-party market research survey, which provides client feedback regarding the sales process, support, and feature sets. Antek has a number of employees with laboratory experience — ranging from MTs working the bench to lab managers for large clinical laboratories, so we have a clear understanding of the needs of the clinical lab. Additionally, we are constantly interacting with laboratory professionals to learn how our LIS is used in the clinical setting.

Integration makes it easy. While the greatest challenges in the clinical lab revolve around the adoption of health information technology and software integration/interoperability, we continue to strive to make our products intuitive and easy to use. We have dedicated HL7 personnel whose focus is on software integration. Successful integration allows our clients to realize the greatest potential return on investment from their LIS. We offer training sessions for new users, as well as experienced users looking to learn more, and soon we will offer webinars, too.

Social responsibility. We encourage our employees to participate in the community, and some of our staff members return to their alma maters to speak about career opportunities and the rewards of being a laboratory professional. Antek recently released LabDAQ LIS Student Simulator to provide CLS programs with a valuable teaching tool and to prepare students for future job responsibilities. Antek HealthWare is a "green" company. We have employed a number of green initiatives designed to reduce waste and increase recycling. Antek also is a supporter of Clean Air Partners, whose focus is to improve air quality in the Baltimore/Washington, DC, region. □