LaBau leads the way in Cerner’s Gajema logistics

Creating lab outreach solutions: The acquisition of Gajema allowed our company to immediately address the urgent needs of its expanding base of outreach clients, and to help improve and increase efficiency and functionality for managing their support operations. This acquisition opened the door for comprehensive laboratory-outreach technology, and rounded out our offering with field-based specimen tracking, hand-held data collection, courier route management, inventory control, supply-distribution tracking, customer-relationship management, and outreach phlebotomy solutions. Our single source for operational data aids our customers in maximizing their revenue potential.

Improved transport logistics: The transition to paperless, hand-held solutions is a huge leap forward for a laboratory logistics operation with little or no documentation of work performed by couriers at client sites. Laboratory managers can implement the technology in phases, giving end-users time to adjust to the new approach. Missed pickups and misplaced specimens have been eliminated; some clients have reduced supply distribution costs by as much as 60%.

Outreach programs: Expanding Gajema’s functionality enables our clients to build a competitive outreach program. A new wireless data-collection platform for courier and phlebotomy mobile solutions will be launched near the end of this year. Additional major enhancements planned for 2007 implementation include mapping, global position systems, and sales-force management. The introduction of wireless data synchronization on a single voice- and data-enabled device will allow lab couriers, phlebotomists, and sales representatives to communicate client-related data instantly from any location. In addition, lab dispatchers will be able to locate couriers and phlebotomists nearest client locations requesting STAT service, providing shorter TAT while reducing travel time between client sites.

Meeting compliance requirements: Our software solution specifically addresses the CAP’s Laboratory General Checklist question GEN.40530 regarding a laboratory’s ability to verify that specimens submitted from remote sites are actually received by the laboratory. In addition, the phlebotomy solution allows laboratory managers to automatically calculate Medicare travel allowance fees and maintain a historical record of the mileage information required to perform the calculation in the event of an audit.

Attracting new students: Through internships, mentoring programs, and curricula that highlight health IT, we encourage young people to consider careers in the field. Our “Experience iT” capstone course offerings, for example, invite senior-level undergraduate students to consider health-IT career options. We have also created a consortium of local and regional universities that participate in 16-week, three-credit-hour capstone courses focused on software-development lifecycles and health-IT consulting. Supervised by university faculty and directed by practicing Cerner professionals, each group of students experiences a simulated, end-to-end health-IT development or consulting project.