

# Real-time error detection helps Lancet Laboratories eliminate leaking revenue and improve customer satisfaction

## About Lancet Laboratories

Lancet Laboratories is one of Africa's leading pathology laboratories, providing vital diagnostic pathology services. Over the last 10 years, Lancet has acquired a number of smaller laboratories and now operates in 11 countries, processing in excess of 2.1 million tests per month.

## The challenge

With rapid growth and expansion, Lancet experienced a dramatic rise in the volume of tests being processed which led to a significant increase in data entry errors. The existing processes that were in place to identify and resolve these errors were time consuming, inefficient and unsustainable, particularly for a rapidly growing business.

This not only impacted customer service, it also created billing issues as customer information was missed and there were significant delays in the generation of exception reports; all of which led to substantial loss of revenue.

Teamed with the fact that the Laboratory Information System (LIS) required significant IT resources to maintain the existing reports and manage new business requirements, Lancet recognised it needed to quickly address this issue in order to better capture and manage errors, stop leaking revenue, and improve customer satisfaction.

## PKS solution

Lancet engaged Pacific Knowledge Systems (PKS) to implement their RippleDown Auditor solution to automate the identification and resolution of errors in real-time.

The RippleDown solution was able to integrate with Lancet's existing LIS and data repository, which enabled information to be quickly captured and analysed from multiple sources and then reported to the relevant administrative staff.

As part of this solution, a real-time flagging and reporting system was established to generate alerts regarding billing and insurance eligibility. This allows for immediate follow-up of patient billings as alerts are sent directly to each hospital where the patient is located.

## At a glance...



Errors have reduced by



Increased customer satisfaction



Improved service delivery

Now able to identify incorrect and missing information in real-time



*“We now have a very powerful capability to manage individual customer requirements within a matter of minutes in the Data Entry and Billing areas. Auditor enables us to deliver on our brand promise of quality and excellence in diagnostic pathology service.”*

Cheryl McGlinchey

Through Auditor, Lancet are now able to identify incorrect and missing information in real-time which has improved the overall data entry quality within their laboratory network. In addition, Lancet have built specific conditional rules for doctors with explicit requirements to ensure their individual needs are met, which has significantly increased customer satisfaction.

## Outcome

Lancet have reduced the number of errors within their laboratory network by 73% since implementing RippleDown Auditor. As a result, Lancet has significantly increased their service delivery and customer satisfaction levels, as well as facilitating the identification and early collection of revenues and eliminating revenue leakage.

RippleDown Auditor has also removed inefficient manual tasks by automating processes to improve the accuracy and efficiency of the laboratory workflow, as well as achieving significant time savings.

## About PKS

Pacific Knowledge Systems (PKS) works with healthcare organisations around the world to better capture, manage and leverage their human expertise to improve the performance of their business and deliver better patient outcomes.

PKS owns a patented, new generation expert clinical intelligence system – RippleDown – which integrates patient data with a knowledge base that is managed by clinical domain experts, to deliver patient-specific reports, recommendation and alerts.