

## CASE STUDY

One of southern Florida's largest healthcare networks required the help of a professional medical delivery specialist to consolidate stops and cut costs. Only a careful analysis and strategic plan based on experience, qualified drivers and advanced technology could solve this problem.

### The Challenge

Consisting of over 16 facilities, this healthcare system was struggling to manage rising costs, control deliveries and maintain high service levels of its centralized lab deliveries of samples and specimens for inpatient and outpatient care.

With over 200 stops and 20-30 STAT deliveries required daily, it was essential that the control issues were solved through technology and the routes were reorganized and streamlined for speed, efficiency and cost savings. At the same time a customer service overhaul was required for internal and external users to assure the highest care level of patients and speed of treatment. Any changes to the courier service at the healthcare system had to be seamless to avoid gaps or interruptions of service.

### Our Solution



The opportunity was a perfect fit for our South Florida operations who began by conducting a thorough audit and assessment of the existing courier system and developed a new, customized strategy. This also involved adding the use of barcode technology to their current delivery solution.

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### Solutions at a Glance

- On demand and scheduled deliveries
- Professionally trained and uniformed drivers with Photo ID badges
- OSHA Training in compliance with 49 CFR 171-180 for the handling and transportation of biological specimens
- Cold Chain training for ambient, chilled and frozen transport conditions
- Online real time tracking and proof of delivery with daily STAT and Route Reports
- Online inventory visibility and system integration

Barcoding allowed tracking improvements from launch including the protection of time and temperature sensitive deliveries



# Our Solution

Barcoding allowed tracking improvements from launch including the protection of temperature and time sensitive deliveries containing blood, tissue, urine and other biological samples. Tracking increased delivery visibility and removed inefficient human error with paper logs.

The hospital network was given a dedicated internal team

A route assessment restructured and strategically placed stops with dedicated drivers and trained floater teams to utilize technology to minimize mistakes and reduce STAT deliveries. The driver team wore full uniforms with photo ID badges and received specialized training on the nature of the network's biological specimens. The hospital network was given a dedicated internal team to handle any customer service, operations and invoicing issues.

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# THE RESULTS

The costs savings from the restructured routes were in excess of 30%, which lead to better management of STAT deliveries and a greater ROI on technology essential to compliance and controls. This partnership produced significant gains in delivery accuracy and improved the integrity of temperature and time sensitive samples. With the more efficient route design, patient treatment speed increased. The healthcare system gained internal efficiencies and reduced stress by trusting the dedicated account team who quickly learned their specific needs and typical problem situations allowing them to focus solely on the success of the courier system installed.

