

Embracing Digitisation: A Journey Towards Enhanced Healthcare at Limerick

Leveraging Roche's **navify**[®] solutions for digital transformation and improved patient care

Introduction

In the heart of Ireland, where healthcare meets innovation, Limerick stands as a beacon of progressive medical practices. Beyond its picturesque landscapes, University Hospital Limerick has become a pioneer in embracing cutting-edge digital solutions to revolutionise patient care. As we embark on this exploration of Limerick's digital journey and its collaboration with Roche's innovative **navify** offerings, let's first uncover the essence of what makes Limerick a healthcare trailblazer.

We begin by examining Limerick's background and collaboration with Roche, setting the stage for understanding their digital journey. University Hospital Limerick has proactively harnessed the capabilities of digital solutions to enhance efficiency and manage escalating workloads within its biochemistry department. It is a 550-bed facility in the Midwest of Ireland and the largest hospital in the University of Limerick Hospital Group. Their forward-thinking approach to adopting digital systems positions them as a leading example of innovation within the healthcare landscape in the region.

Partner background and partnership with Roche

University Hospital Limerick's collaboration with Roche represents a joint effort in digital evolution. Led by Donncha Sheehan, Senior Biochemist and Quality Officer for the Clinical Biochemical department, the partnership emphasises the value of Roche's **navify** digital solutions. This partnership underscores the hospital's dedication to continuous improvement and growth in its digital transformation journey, a theme we will explore further in our discussion.



Challenges that led University Hospital Limerick to seek digital solutions

University Hospital Limerick's pursuit of digital solutions stemmed from the imperative to streamline manual tasks in the face of a yearly workload increase of approximately 10% or more. Recognising the need for a robust IT infrastructure and increased automation, the lab team at Limerick dedicated their approach to adapting and enhancing processes. The commitment of both staff and management to embrace digital solutions positioned the hospital on a trajectory toward becoming a cutting-edge healthcare facility.

Donncha Sheehan, Senior Biochemist and Quality Officer, emphasises the team's openness to digital advancements, stating: "If something is there to make life easier for the staff in the lab on the ground, and if it's on the digital side of things, then we're happy to look at it."

The laboratory actively seeks automation opportunities, focusing on saving time and allowing the team to allocate efforts to more critical tasks. Through this journey, challenges are viewed not as obstacles, but as stepping stones toward a more efficient

and technologically advanced future. A pivotal contributor to this evolution is Roche's comprehensive automation portfolio, notably driven by the digital prowess of **navify**® Lab Operations.

The digital landscape, crafted by solutions such as **navify** Lab Operations, becomes the canvas upon which efficiency is redefined. Tasks that once demanded extensive manual intervention, such as the identification and prioritisation of urgent STAT samples, now find streamlined pathways in the digital realm. This seamless integration of Roche's digital solutions not only saves time, but also becomes a catalyst for a more sophisticated and finely tuned laboratory operation.

As we delve deeper into Limerick's narrative, it becomes evident that the quest for automation isn't merely a convenience but a strategic imperative, positioning the laboratory at the vanguard of a technologically enriched future.

The **navify** brand and **navify** Portal - past and present

The transformative journey towards digital integration at University Hospital Limerick is emblematic of the sweeping changes brought forth by the comprehensive **navify** portfolio. Central to this evolution is the introduction of **navify** Portal, a cornerstone in the reshaping of operational management. This shift to digital solutions, including but not limited to **navify** Portal, has instigated a paradigm shift, enhancing traceability, accountability, and pinpointing areas for improvement within the laboratory. Donncha, Senior Biochemist and Quality Officer, stands testament to the efficiency and user-friendly nature of the **navify** portfolio, especially the streamlined approach offered by **navify** Portal. By consolidating various services into a unified and intuitive platform, **navify** Portal not only simplifies the user experience, but also aligns seamlessly with the hospital's overarching patient-centric service goals. The anticipated outcome is the acceleration of innovative deliveries to end users.

Despite the gradual establishment of this digital transition, the hospital now recognises the **navify** portfolio, comprising **navify** Portal and other solutions like **navify** Analytics, as a substantial contributor to operational efficiency.

Speaking of **navify** Analytics, it emerges as an instrumental component in the laboratory's operational management. Playing a pivotal role in workflow mapping and gap identification, **navify** Analytics, as part of the broader **navify** portfolio, has notably impacted turnaround times for critical tests, including Troponin T. Donncha underscores its transformative influence, emphasising the visual representation and user-friendly attributes that have streamlined data extraction, presentation, and analysis. This has not only revolutionised data management but also elevated reporting processes, ultimately optimising patient care in ways that extend beyond the capabilities of individual solutions.



A look into the future

Looking ahead in the rapidly evolving healthcare landscape, Donncha, also a key opinion leader at University Hospital Limerick, acknowledges the challenges the institution faces. Managing increasing workloads and swiftly processing urgent samples emerge as top priorities. While currently handled manually, there's a growing openness to automation, driven by the potential for time savings and increased efficiency, enhanced by middleware and other elements of the **navify** portfolio.

Donncha emphasises the need to test and commit to automation, foreseeing the freeing up of manual time currently dedicated to urgent sample processing. The optimism surrounding automation is tempered by the challenge of sample tracking, providing precise insights into a sample's journey. Funding constraints, however, impede the practical application of this critical aspect for lab operations.

Donncha's reflections envision a future where digitalisation addresses emerging challenges, but the journey forward underscores the complexities of implementation. Successful adaptation requires careful planning, dedicated resources, and a willingness to embrace change. As University Hospital Limerick progresses into this future, the promise of enhanced efficiency and improved patient care stands on the horizon.

Key learnings

University Hospital Limerick's embrace of digital solutions, in collaboration with Roche's **navify**® portfolio, reveals critical insights into their transformative journey.

Collaboration as the catalyst: The three-year partnership with Roche positions the hospital as a healthcare innovator committed to advancing digital solutions. This collaboration has been instrumental in driving technological progress within the healthcare landscape.

Challenges as growth catalysts: Escalating workloads in the lab have become catalysts for growth. The team's dedication and open mindset towards digital adoption are transforming the hospital into a cutting-edge healthcare provider, showcasing adaptability in the face of technological advancements.

The role of navify Portal: The introduction of **navify** Portal marks a significant milestone, indicating a broader shift towards patient-centric service provision. Beyond streamlining processes, it consolidates functions, simplifies user experiences, and represents progress toward a unified and robust digital infrastructure.

navify Analytics as a cornerstone: **navify** Analytics plays a crucial role in operational management by mapping workflows, identifying gaps, and providing immediate analytical insights. This tool enhances reporting processes and optimises patient care through a data-driven approach.

The importance of patience and perseverance during a digital transition:

The success of the digital transition required time, patience, constant adjustments, and a persistent problem-solving cycle. Donncha's reflection underscores the importance of perseverance and adaptability in the dynamic realm of evolving technologies.

Envisioning a future of efficiency: Despite acknowledging the complexities of implementation, the hospital envisions a future marked by efficiency and patient-focused care. Their forward-thinking approach, rooted in careful planning and resource allocation, sets the stage for a resilient and future-ready healthcare ecosystem.



Conclusion

As we conclude our exploration of University Hospital Limerick's digital journey alongside Roche's **navify** solutions, their story emerges as one of transformative benefits and forward-looking resilience.

The tangible advantages of **navify** solutions reshape the hospital's workflow and support system, positioning them as a prime example of how the healthcare sector can harness technology's power for a more efficient, sustainable, and patient-centered future.

While challenges like growing workloads and urgent sample processing lie ahead, embracing digitisation and automation is the roadmap to overcoming these obstacles. University Hospital Limerick's commitment to innovation, balanced with practical considerations, signifies a redefinition of the future of healthcare – where digital solutions are integral partners in delivering enhanced patient care.

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