

The Doctors Laboratory leads digitalisation in **navify**® Analytics for POC integration with **navify**® POC Operations

navify Analytics offers improved visibility of device issues management for The Doctors Laboratory (TDL).



THE DOCTORS
LABORATORY

- TDL provides a fully managed POCT service across 70 private hospitals
- Clinical governance of over 750 POC devices
- Over 200,000 POCT results produced annually
- Over 11,000 clinical users
- All POC devices connected to middleware, LIMS and EPR

Situation

TDL is committed to multiple service level agreements for providing a POCT service to various private hospitals across the UK. This includes ensuring that POC devices are functioning as expected and data is readily available, simple to understand and supports informed operational decisions.

Before the integration of **navify** Analytics for POC with their 750 devices connected via **navify** POC Operations, issues with devices were monitored retrospectively. With avoidable demand on staff to troubleshoot and consider corrective action, their goal was to increase the uptime and availability of their POC devices for clinical use, limiting the impact on members of the POC department.

As their service is constantly evolving, TDL also require solutions that rapidly evolve to meet their current and future needs.

Solution

The adoption of **navify** Analytics for POC allows TDL to proactively review configurable and relevant overview data regarding their POC device issue statuses. A custom dynamic dashboard was created, refined by filters, for specific POC device hardware errors. The dashboard allowed the team to focus on errors that were resulting in more significant downtime of the POC devices. Enabling them to reduce the frequency of clinical users needing to report device problems.

Using data from the dashboard, a report is automatically generated and emailed to all members of the department on a regular basis. The report ranks devices by the number of issues, plus the error descriptions by site and issue category. This directly benefits staff, allowing them to make proactive decisions before issues become more significant.

After the adoption of **navify** Analytics for POC the total number of device issues decreased by 31% between March and June 2022. The solution also means that the team can easily view other important trends such as testing volumes and the number of active devices.

✓ Minimising the impact of device errors

Proactive monitoring of device issues

Before implementing **navify** Analytics for POC, which integrates with our **navify** POC Operations, TDL had to react to clinical users reporting back on device issues. Now, the team can proactively review POC device issues and pre-emptively provide replacement devices where required. This supports increased device uptime and availability for patient testing as a result, improving customer and patient satisfaction.



Chris Sweetman-Wright
Point of Care Operations Manager

Accu-Check device hardware error: 'issues per device dashboard'



“With reports of device issues we can take proactive rather than reactive steps to increase device uptime.”

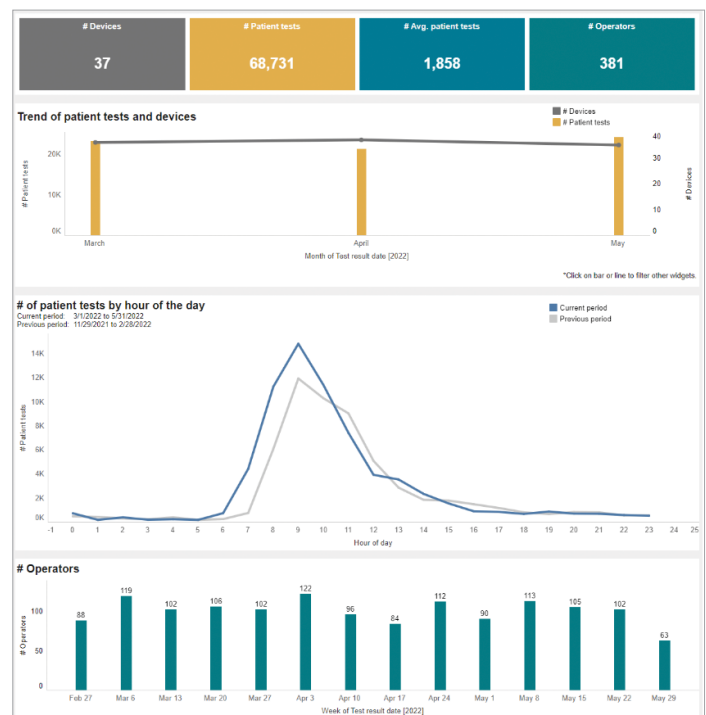
✓ Improved visibility and trend analysis

TDL can quickly view the number of active devices, patient tests being performed and device operators to see fluctuations in demand by site, according to device type or specific devices.

“With the overview dashboard we can easily monitor device usage and operators across multiple device types and sites to ensure an optimal service.”

Chris Sweetman-Wright

Overview dashboard:



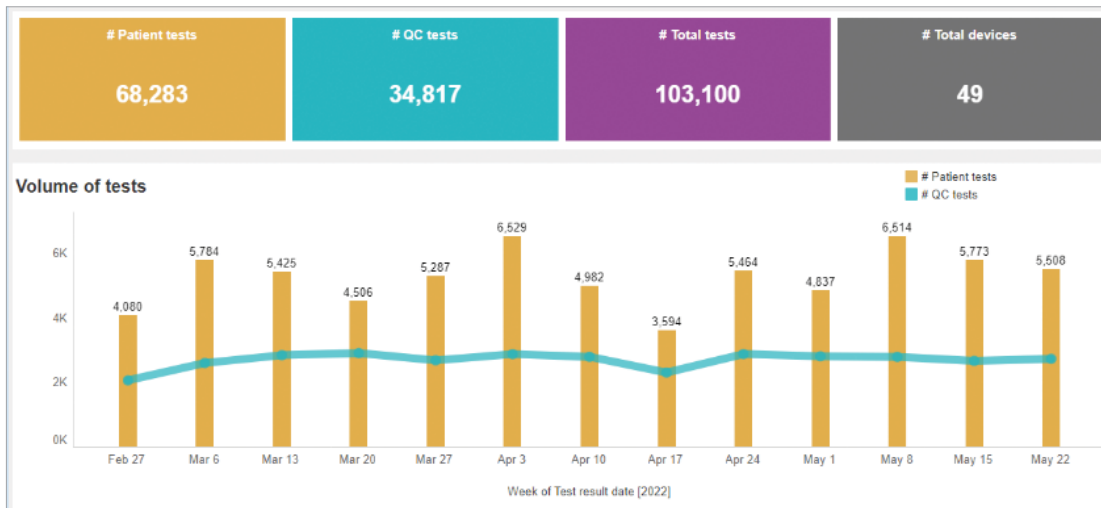
✓ Confidence for the future

Partnership (via a Roche Customer Success Manager who supports with **navify** Analytics), collaboration and a robust development cycle means that **navify** Analytics for POC has evolved quickly. This provides confidence that it will continue to meet the growing needs of a progressive POC service like TDL.

“Roche has been quick to listen and respond to requests for change including the addition of device name and incorporation of third party products into the dashboards.”

Chris Sweetman-Wright

Test volumes dashboard:



Disclaimer: Dashboards used for illustrative purposes only

Summary

Data generated from connected devices, either Roche or third party, is harnessed by **navify** POC Operations and then pushed into **navify** Analytics. Seamless integration and customisable dashboards with accurate and up-to-date data has allowed TDL to frequently monitor their performance. It has also provided the team with actionable data driven insights to support improved operational efficiency and workflow optimisation.

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