Extreme Makeover: Lab Edition

Brian Jackson, MD, MS
Associate Prof. of Pathology (Clinical), University of Utah
VP and CMIO, ARUP Laboratories
Regis/Kathy Lee/DuPont Home Makeover
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make-over (noun): demolition followed by rebuilding and redecorating
Typical Primary Care Clinic

Disease Mgmt? → Health Promotion?

Patient Visits → 3rd Party Billing
ARUP Family Health Clinic

Disease Mgmt

Health Promotion

Patient Visits
Typical Laboratory

Proper Test Ordering → Perform Tests → Proper Test Interp → 3rd Party Billing
What % of your testing is individually reimbursed?

- 0%
- 20%
- 40%
- 60%
- 80%
- 100%

Options:
- Bundled (DRG, Capitated)
- Individual (CPT)
Extreme Makeover: Laboratory

Proper Test Ordering

Proper Test Interpretation

Institutional Funding

Perform Tests

3rd Party Billing
Goal = value to the patient

• Measurement Processes
  – Variation: inter-clinician, inter-facility
  – Concordance with guidelines

• Communication Processes
  – Rapid response client services: Phone, email, chat, text, ?
  – Optimized web information: Test directory, clinical guidance

• Institutional Processes
  – EMR maintenance, Policies, etc.
Summary

• Makeover = demolition followed by rebuilding
• CPT-based reimbursement may go away
• Will require major clinical overhaul