Harness the Power of Software, Automation, and AI: Achieve 10x Volume, Slash Unbillables, and Cut Down Your TNPs

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Disclosures

Since 2012, my consulting company has been helping clinical labs in the United States strategize, plan, and implement software solutions for all the reasons you use software - to make labs…

- **more efficient**
- gain **better insight** into and **control** over their information
- run **more tests**
- collect **more revenue**
- **retain** their physician and IDN clients.

My professional goal is to grow LEAP's presence in the clinical lab market, bringing our team of veteran laboratory leaders, software, security, and cloud experts to do all of those things.

Our NYSCLA participating clients include:

BioReference

NEO GENOMICS

natera

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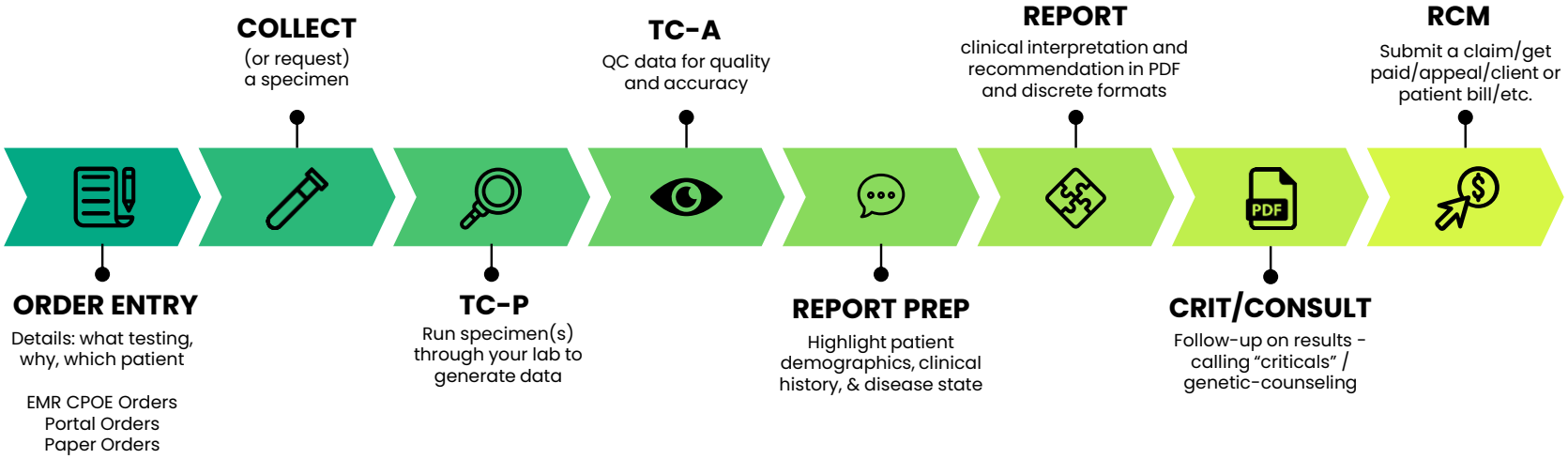
“What does a lab do?”

Test specimens and provide clinical insights and recommendations, hopefully getting paid.



“70% of all clinical decisions…”

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What do I want to improve in my lab?

- **Maximize success rate** in batches/runs (minimal NCEs)
- **Maximize results** from each specimen received (reduce TNPs)
- **Deliver results fast** (reduce TAT)
- **Scale volume** without increasing expenses (team, space, and equipment)
- **Get paid!** (improve collections)
- **Serve more** clients and patients (GROW, GROW, GROW!)

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How do I want to do that?

01 Hire well

02 Strategic contracts (Payers & Providers)

03 Solid & tight SOPs

04 Educate Client Physicians

05 Use the right tools to scale

Software, Automation and AI!

Is this talk *really* for my IT people?

NO!

Lab Directors, Compliance Leaders, Clinical Leaders, Operations Leaders, Govt. Affairs Leaders...
this talk is for you.

Software, automation, and AI are tools to enable and strengthen your team(s) by…

1. Keeping your information organized, updated, and always accessible to your whole team.

2. Making the right decisions faster; catching mistakes when possible.

3. Having your MLS supervise machines or robots when possible - freeing them up to oversee more throughput (and reduce errors) than possible if they were doing the same work themselves.

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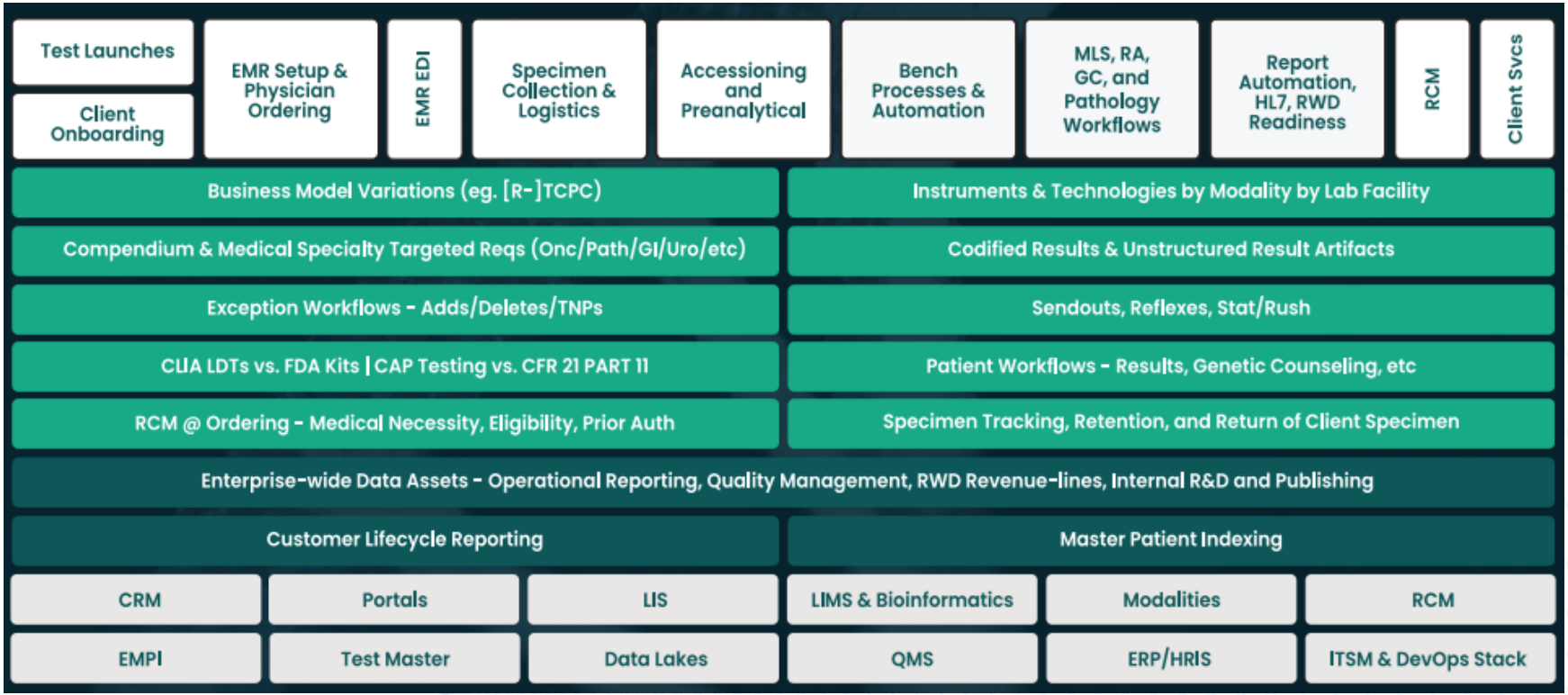
Software, Automation, and AI…in my lab?



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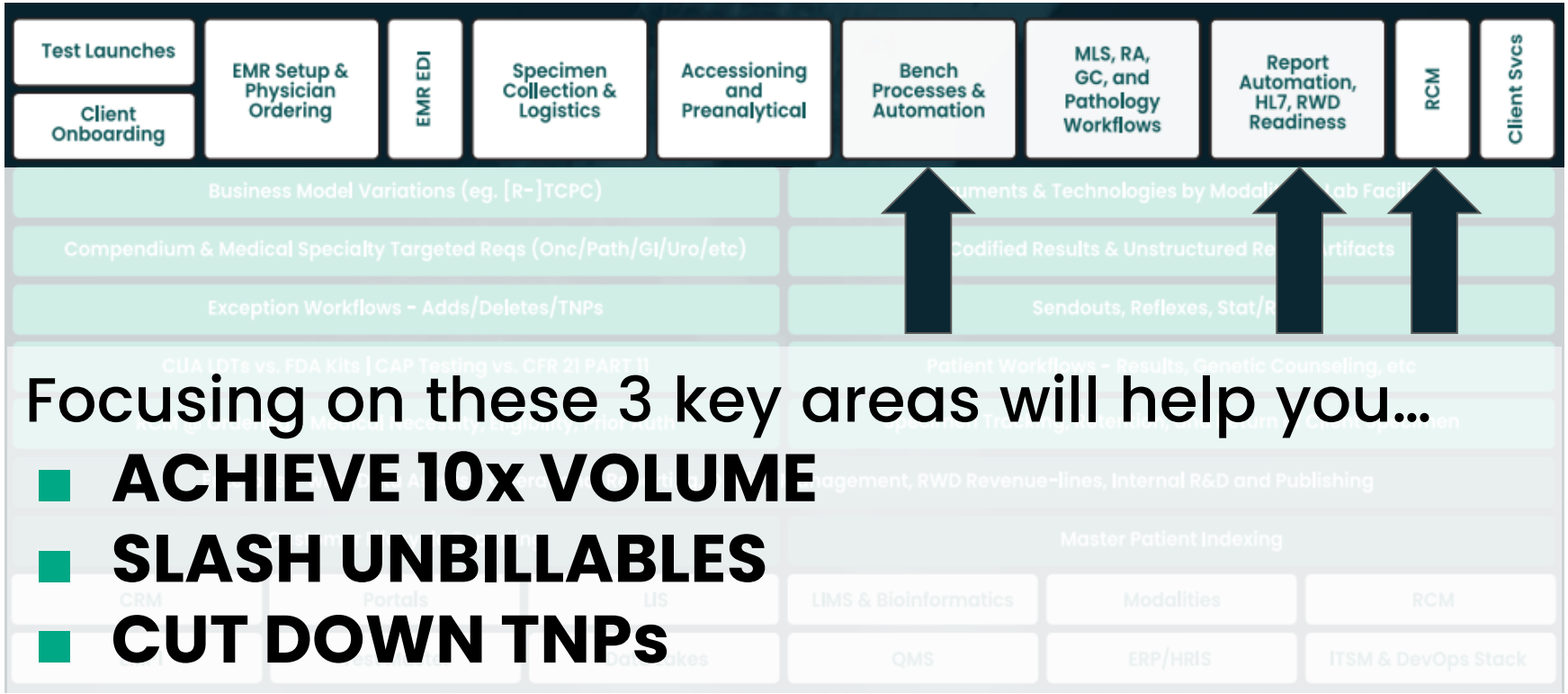
Software, Automation, and AI…in my lab?



Focusing on these 3 key areas will help you…

- **ACHIEVE 10x VOLUME**
- **SLASH UNBILLABLES**
- **CUT DOWN TNPs**

Case Study 1: In the Lab

Challenge: Needing to scale with rapid growth but no time to grow their team/lab.

Opportunity:

- Pre-analytical (LIS) processes manual and slow
- Lab automations were point solutions
- Tecans, Biomeks, Hamiltons, and other platforms
- Many person-assisted transitions across platforms
- Almost no steps consecutively on a single platform
- LIMS integration to instruments required intervention

1 Lab Statistics

- 73,000 sq ft of lab space
- 300+ employees
- Large test menu (2,600)
- 4 million+ tests performed

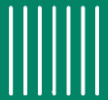
Case Study 1: In the Lab

Strategy: Simplify & automate both accessioning and wet-workflows

1-Year Goal

2x sample volume per shift:

- Consolidation and optimize use of existing equipment
- Minimal CapEx for accessories and changes to robotics



3-Year Vision

5x sample volume per shift:

- Upgrade core robotic platforms
- Robotics/LIMS integration for sample sheet in/out
- Maximize on-deck workflows and optimize LIS manual workflow (accessioning)

5-Year Outcome

10x volume projection per shift:

- Maximize robotics - full prep on deck
- Automation of accessioning (primarily using OCR)

Case Study 2: Report Writing

Challenge: Scaling their genetics screening and oncology testing at the same time - without growing report writing MD/PhD staff.

Opportunity:

- Unsigned reports queue was unstructured
- Data used in report writing was in other systems
- Clinical trial data was manually filtered and selected
- Negatives followed same workflow as positive cases
- Standardized text for reports maintained in a shared Word document

2 **Lab Statistics**

- 5 core lab locations
- 1,000+ employees
- Over 3,500 routine, esoteric, and genetic tests offered
- Approximately 12 million patients served per year (50,000 lab requests per day)

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Case Study 2: Report Writing

Strategy: Automation, decision support intelligence, & tighter integrations

01

Routed Cases based on CofQ and Schedules

Pendings
Aging and Escalation

1st & 2nd Signer Routing - Primary & Backup/Overflow

02

Supported batch-sign out of negatives

03

Embedded content with deep links so users can quickly access case-related information

04

Auto-populated Smart content based on discrete results

Created filterable library of interpretations & recommendations

05

External databases made searchable and prefiltered based on the discrete results

Pulled content in once tagged for inclusion

Case Study 3: RCM Optimization

Challenge: Handling unbilled volume and denials as the lab grew and payer policies tightened.

Opportunity:

- Legacy systems for pre-billing, claim submission, posting, and denials processing
- Ad-hoc *skunkworks* "software tools" point solutions throughout the billing department
- Inconsistent workflow with antiquated systems and overly complex processes
- Minimal, labor intensive metrics for leadership who wanted insight into unbilled volume & root-cause of denials

3 Lab Statistics

- Approximately 2,200 employees
- Offers 500+ ready-to-order disease-state testing solutions
- Maintains data on over 2 million patient profiles collected from 40,000+ unique providers
- $1BN in annual revenue at the time of project

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Case Study 3: RCM Optimization

Strategy: Collaboration and workflow modification

Standardization	Automation	Migration	Development	Analysis	Adoption
Standardized SOP compliance across teams in a modern SAAS billing platform	Automated actions determined by policy	Migrated ad-hoc solutions into SAAS platform where possible, integrated into the SOPs	Built dashboards with drilldowns showing un-billables insights	Developed ML-enhanced denial reason model tied to patient demographics, clinical history, payer/plan, etc.	Established leaderboards and compliant competitions for feature adoption and performance maximization

KEY TAKEAWAYS

- *SOFTWARE, AUTOMATION, and AI ARE GOOD*
- *RIGHT SIZE YOUR SOLUTIONS*
- *PHASES ARE YOUR FRIEND (BIG BANGS ARE RISKY)*
- *LET THE LAB DESIGN WHAT IT DELIVERS (It's NOT an IT project!!!)*

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What is your next step?

Visit us at our booth outside or reach out by email!

www.leapcg.com / starthere@leapcg.com

A Pick **1** thing in your lab to automate—then push yourself to imagine **9** more.

B **Rethink your approach based on all ten.**
(What would you do differently?)

C **Repeat the cycle, and use tools like ChatGPT or Claude to refine your ideas.**
(Remember to keep sensitive information private!)

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