OUTLOOK

Siemens Healthcare Diagnostics

Issue 2/2008

Answers for life.

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Introducing VersaCell - a new concept in laboratory automation.

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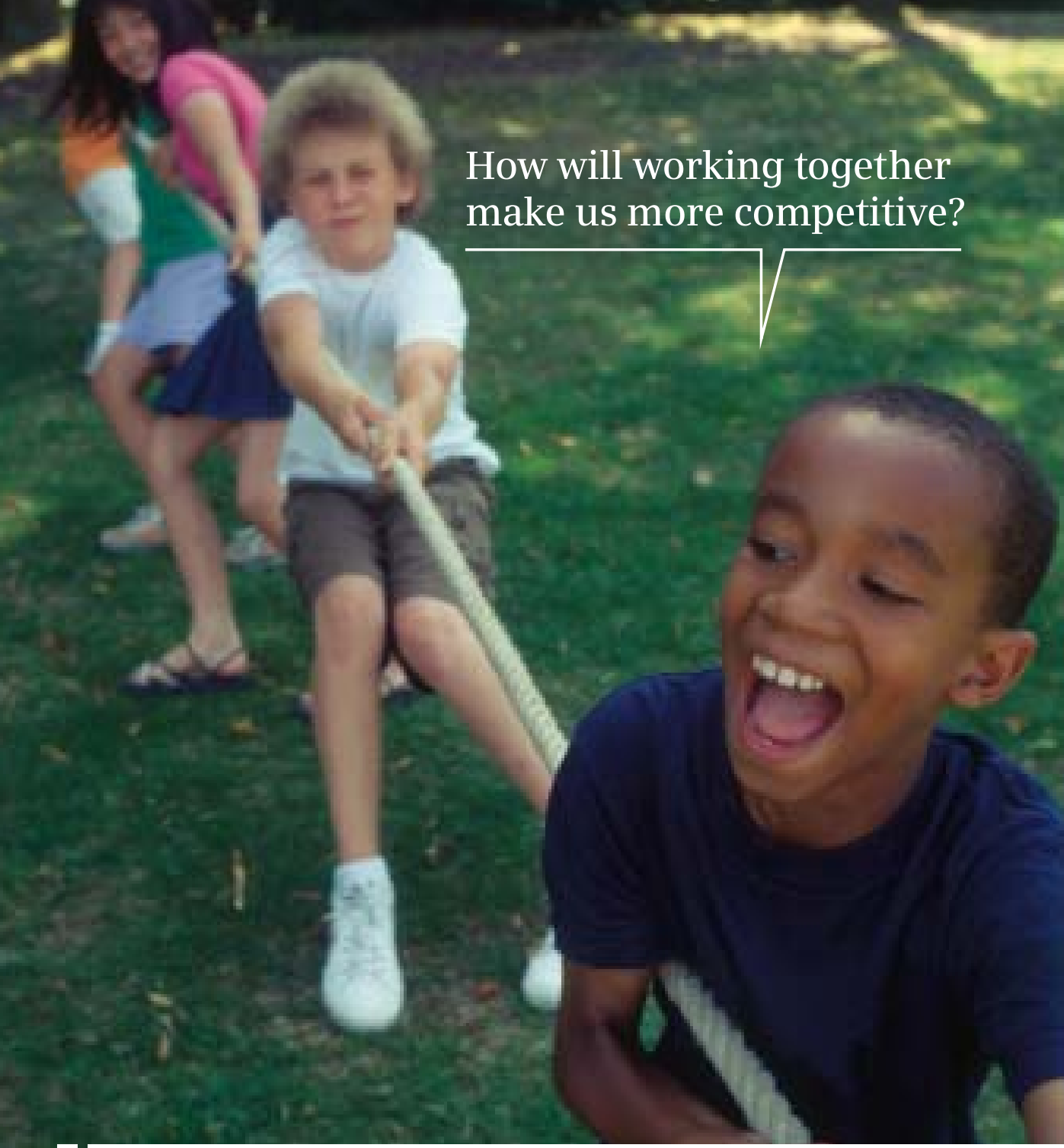

Our Blood Sciences solutions can optimise your staffing profile and streamline workflow to keep you ahead of the game.

Only Siemens can integrate clinical chemistry, immunoassay, haematology, haemostasis and serology instruments into a performance-driven automated Blood Sciences laboratory. Our solutions create a multidisciplinary team environment that reduces duplication of effort and enhances career development through cross training and optimised use of your staffing resources. To accomplish more by working together, visit:
www.siemens.co.uk/diagnostics-bloodsciences

Answers for life.

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Welcome to Outlook

In each issue we reflect on what's been happening at Siemens Healthcare Diagnostics and with our customers over the recent months. Our aim is to give you some insight into how we are working to make healthcare more efficient and cost effective and offer examples in action.

The UK is an important part of our global focus. With our performance-driven product portfolio and our fellow Siemens Healthcare companies that deliver imaging and audiology solutions, we touch so many aspects of healthcare, positively impacting the patient journey in many ways. Our brand promise '**Taking Diagnostics to the Next Level. Together**' aligns us to projects and initiatives that are innovative. For example, as this issue of Outlook is going to print, National Pathology Week had just begun and we are privileged to be the sole corporate sponsor. This is an important event that promotes the benefits of the industry and the creativity, hard work and best practice of our customers. We hope that this partnership with the Royal College of Pathology will be an annual event.

David Budd
Head of Marketing

Each issue of Outlook brings you a different 'Editor' with a unique view on what makes Siemens a global player with local solutions. In this issue and with my 'marketing hat' on, I am pleased to bring you news of the VersaCell™ Automation Solution and our recent Process Management Meeting, both initiatives that are helping to make laboratory working more efficient and effective.

If you have ideas or initiatives you would like included in future issues of Outlook, feel free to call us or contact us at info.diagnostics.med.gb@siemens.com.

Inauguration of the College of Emergency Medicine

Stratus CS gets a Royal once-over.

The College of Emergency Medicine was founded by Royal Charter on 29th February 2008 to advance education, research and awareness in emergency medicine. Responsible for setting standards of training and administering examinations in emergency medicine, the college also recommends trainees for the Certificate of Completion of Training (CCT) in emergency medicine. The college's attention to ensuring high quality care by setting and monitoring standards is also shared by Siemens.

Siemens Healthcare Diagnostics agreed to contribute to the college's education programme after discussions with Dr. Jonathan Benger, who holds the Chair in Emergency Medicine for the West of England, Professor of Emergency Care at University of the West of England, Consultant in Emergency Medicine at University Hospitals Bristol NHS Foundation Trust and Medical Advisor, Air Operations at Great Western Ambulance Service. While brandishing the longest job title in the world, he was also tasked with organising the inauguration congress.

Siemens helped equip a mock A&E unit, providing a Stratus® CS system, which is widely used for cardiac monitoring in point of care and critical patient areas. HRH The Princess Royal attended the event and was given a tour of the A&E unit and an overview of patient management including the importance of rapid and accurate testing with systems such as the Stratus CS.

Introducing VersaCell - a new concept in laboratory automation

Pathology modernisation, strong financial investment and workforce profiling requirements have enabled many laboratories to drive an increase in efficiency using laboratory automation.

Early adopters and large workload laboratories have installed highly efficient ADVIA® LabCell® and ADVIA® WorkCell® systems that can fully automate single biochemical pathology disciplines through to multidisciplinary Blood Sciences laboratories. However, in laboratories where tracked automation is not appropriate due to physical space, workload, or financial investment requirements, there have been fewer and less flexible options to choose from.

Siemens Healthcare Diagnostics has developed a new category in automation called '**scaled automation**.' Achieved through combining the development pipelines of our founding companies DPC and Bayer Healthcare Diagnostics, scaled automation allows laboratories to realise many of the benefits of tracked automation without the associated cost and floor space requirements.

What is VersaCell?

VersaCell represents a new concept in sample management by providing the advantages of automation but with significantly lower investment. It enables the functional and IT integration of IMMULITE® 2000, IMMULITE® 2500, ADVIA® 1800 and ADVIA Centaur® XP systems, in a combination of your choice. Where other diagnostics companies have offered only one integrated approach, VersaCell provides you with flexible options of test repertoire, throughput, and technologies to best suit your clinical and process requirements. The various connection possibilities will be released in a staged fashion. The IMMULITE combination is currently available, with the others to follow in stages over 2009.

VersaCell drives productivity by:

•Physically linking two instrument types, offering a single entry point for sample routing. For chemistry and immunoassay, this significantly reduces the need to pre-sort samples.

•Using process management software to define sample processing pathways, optimising throughput and enabling simultaneous rather than sequential sample analysis.

•Providing flexibility in design as VersaCell can be orientated either L-shaped or as a linear connection to fit laboratory space needs.

•Ensuring functional independence, as each module/analyser operates independently. If VersaCell connectivity is not enabled, tests can still be run at the individual analysers. If one analyser is not running, the VersaCell can still deliver samples to the second analyser. This gives you peace of mind that you can continue to get work processed in the event of downtime.

•Integrating system informatics to allow the operation of the individual analysers at a central computer, streamlining efficiency to manage the complete system.

•Using a single Laboratory Information System connection to VersaCell reduces the need for cost of interfacing.

•Accommodating multiple sizes of sample tubes that can be loaded into the racks without any alignment of barcodes for minimal operator hands on time.

Flexibility in integrated immuno-chemistry systems has finally arrived.

VersaCell is the only system that offers the workflow benefits of automation (consolidation of sample and result management) together with the scalability, flexibility and functional independence that automation offers....but helps labs manage the potential investment, constraints of space, cost and time.

Where does VersaCell excel?

In the ever evolving pathology environment, the trend towards 'hub-and-spoke' and network pathology is topical. Driven by the need for further efficiencies as reinforced by the Carter Reports, an optimised hub-and-spoke solution requires synergy between the analysers used in these different laboratory locations. Consequently, it is highly desirable that the same analytical platform families used in the hub laboratory are also used in the spoke laboratory. In order to achieve the turnaround times required, as well as the large peak in workloads associated with processing samples coming from General Practitioners, analytical platforms capable of processing large workloads are also key. High volume systems like the ADVIA 1800 clinical chemistry systems and ADVIA Centaur XP immunoassay systems meet this requirement and provide back-up to the hub laboratory.

For mid sized laboratories processing up to 2000 tubes per day, VersaCell provides an attractive solution that is both cost effective and provides practical workflow enhancements. The modular nature and choice of analytical platforms allow laboratories to tailor an analytical solution specifically for its clinical services.

The result? An extremely scalable and reliable solution that provides unparalleled peace of mindfor laboratory managers concerned about improving productivity or changing operational needs.

VersaCell Immunoassay

•IMMULITE system / IMMULITE system - available now

Future VersaCell Combinations

•ADVIA 1800 / IMMULITE 2000 or IMMULITE 2500 - available January 2009

•ADVIA 1800 / ADVIA Centaur XP

•ADVIA Centaur XP / IMMULITE system

•ADVIA Centaur XP / ADVIA Centaur XP

Managed Pathology Services™

In each issue of Outlook we bring you an example of Siemens Managed Pathology Services in action. Here, Frank Oliyide, Blood Sciences Laboratory Services Manager at King's College Hospital NHS Foundation Trust, discusses the improved management and financial control that has been delivered.

Managed Pathology Services from Siemens Healthcare Diagnostics at King's College Hospital NHS Foundation Trust has enabled the Pathology Department, 'KingsPath', to offer a leading edge service in state-of-the-art facilities, and at the same time it has helped to improve the management and control of financial resources.

The Managed Pathology Services agreement is for a ten year period and encompasses all of the Blood Sciences analytical equipment, service and maintenance of the equipment and all reagents and other consumables.

Improved financial control

"Managed Pathology Services enable us to keep a better handle on our budgeting and finances," explains Frank Oliyide. "Like every Trust, we are faced with cost pressures but Managed Pathology Services allow us to better manage our financial resources and keep better control of our expenditure."

"Monthly review meetings involve representatives from Siemens, the laboratory and the finance manager," continues Frank. "Financial reports are also produced monthly (a week ahead of the review meetings) so that we can compare our forecast and actual usage, examine trends and make projections for the year ahead."

"These reports are invaluable and give us instant information. We don't have the cumbersome task of working out the figures and entering them into a spreadsheet. It's all done for us - saving time and giving access to high quality data."

Increasing efficiency

"In addition, the monthly reports and meetings give us a better understanding of our usage and help to ensure that there is less wastage. They also help us to manage our ordering processes. Our needs fluctuate but the reports allow us to keep an eye on trends so that we can plan ahead and ensure that we have adequate financial resources up front."

"We wanted an affordable solution that would cope with our increasing workload and at the same time, help us to keep tighter control of our finances, in particular our expenditure. We also wanted a system that would give us better control of our ordering processes."

Frank Oliyide, Blood Sciences Laboratory Services Manager

"Siemens provides an electronic reagent stock management system within our Managed Pathology Services. One immediate advantage is the ability to keep better control of our stock, which in turn helps me keep a better handle on my finances. With a click of a button, I will know what my stock levels and ordering requirements are without taking somebody away from their lab duties to give me this information."

Scope to expand

"Managed Pathology Services give us capacity to expand, enabling us to look to the future," concludes Frank. "We plan to add more equipment as the need arises. At the moment we have capacity to expand our workload by about 30%, without needing more staff or equipment."

"We may also open up the gateway to provide a continuous 24 hour service, without out of hours work delivered by a shift system. The capacity for this has been built into the contract."

Key facts about King's College Hospital NHS Foundation Trust

- One of the UK's busiest teaching hospitals, providing local services to the population of Lambeth and Southwark plus specialist services to patients further afield.
- Nationally and internationally recognised for expertise in liver disease and transplantation, neurosciences, cardiology and haemato-oncology.
- One of the largest integrated, automated blood sciences laboratories in Europe: 22 metre ADVIA® LabCell®, nine million tests per year, incorporating Chemistry, Haematology, routine Immunology, Virology, Drugs and Antibiotics.
- The Blood Sciences Laboratory undertakes in-house work from the Trust and is a referral centre for other hospitals and Trusts.

Great North Run result - £6085

Sunday 5th October brought sunshine and the Siemens Healthcare Diagnostics Team (Team Dx) to Newcastle for the 28th Great North Run, an exhilarating 13.1 miles from Newcastle to South Shields. The 2008 event was the world's biggest half marathon with 52000 runners.

Team Dx was prepared for the personal and team challenge and completed the distance, raising money for Cancer Research UK. The race had a fantastic atmosphere and everyone felt an enormous sense of achievement as they crossed the finishing line.

Cancer Research UK is a charity that saves thousands of lives each year as a direct result of its research to find improved treatments and promote earlier detection. Through the very generous support of colleagues, customers, friends and family, the amount pledged to date is an incredible £6085. **Go Team Dx!**

Microalbumin 9 - for optimal care of patients with diabetes and kidney disease

New urinalysis strip now available.

This innovative and unique strip encompasses the parameters that you will be familiar with as part of the Multistix® range, but introduces albumin:creatinine ratio and protein:creatinine ratio for the early detection and monitoring of kidney disease.

The test menu incorporates:

•Albumin, Protein, Creatinine (A:C ratio and P:C ratio)

•Blood, Glucose, Ketone, Leucocyte, Nitrite and pH

Making the early detection and management of diabetes and kidney disease possible in a single urinalysis strip read in just one minute, Clinitek® Microalbumin 9 is designed to be read on the Clinitek Status® or Clinitek Advantus™ analysers, automating the calculation of A:C and P:C ratios and simplifying analysis.

New high volume reagents for ADVIA chemistry systems

Up to 3500 tests per wedge.

Siemens Healthcare Diagnostics currently offers 24 methods that are available in kits with wedges containing over 500 tests each, especially designed for the high-throughput laboratory. These represent the most commonly-performed assays and are the heart of Siemens' extensive line of 84 ADVIA® Chemistry methods.

We are now introducing concentrated formulations for another 19 additional methods. These methods aspirate a smaller amount of each concentrated reagent and dilute it on-board to offer identical performance compared to each related non-concentrated method. As many as 3500 tests will be available from one reagent wedge.

ADVIA Chemistry now offers more choices than ever with a comprehensive method menu, all of which are CE-marked. The ADVIA Chemistry solution covers over 98% of the routine testing needs of our customers.

Spearheading positive change in Microbiology

The pressures in the health arena to deliver patient results quickly and prescribe a course of treatment accurately are at a high. Government targets dictate timings, Trusts all seek to position themselves as regionally competitive and the patient, as a consumer with choice and a voice, demands a high standard of care. Couple these factors with a growing and ageing population and the healthcare challenges are felt by all departments, including microbiology.

To address the growing demands on the service, the automation of routine work is an emerging trend that looks to enhance results and enable the re-allocation of staff resources.

Automation also partners with standardisation where results are delivered with greater accuracy and without individual influences - a positive outlook in a challenging environment.

Pioneering automation

In early 2007, East Kent Hospitals NHS Trust became the first Trust in the UK to acquire automated microbiology systems from Siemens Healthcare Diagnostics.

John Jones, Deputy Head Biomedical Scientist at William Harvey Hospital explains, "We had been looking for a new system for about two years and were very impressed by MicroScan®. Once installed, it literally sold itself providing consistent and accurate results and improving lab efficiency. In total, both the equipment and the level of technical support and training that we have received from Siemens Healthcare Diagnostics has been outstanding."

The installation of the three MicroScan WalkAway® SI systems in the Trust's two microbiology laboratories at William Harvey Hospital in Ashford, and Queen Elizabeth the Queen Mother Hospital in Margate has enabled the automation of over 95% of routine ID/AST work. At the same time, it has also importantly retained the option to undertake manual readings.

The William Harvey Hospital is on course to meet its 2007/8 targets for MRSA reduction and cites positive benefits of workflow in its microbiology labs since installing the new systems.

Improving patient outcomes

Mark Baker, Senior Biomedical Scientist at William Harvey Hospital comments on why both the clinical and lab staff now have total confidence in the results that they are producing. "Even though we are not required to identify each organism, it has always very much been the ethos of our particular laboratory to speciate whenever possible. Once we started routinely putting all samples through MicroScan Walkaway SI, it soon became very apparent that with our old equipment we were regularly misidentifying organisms, leading to potential incorrect antibiotic

prescription and wasted resources. Now we are confident in the accuracy of the data we provide to the medical staff and therefore the subsequent treatment plans that they deliver to patients."

All tests previously went through the old in-house system and required more manual attention. This suffered from inconsistency in both the reproduction of results, as well as in media quality. Now, the hospital can impressively boast that it has not failed a single National External Quality Assessment Service (NEQAS) ID/AST test – an outcome that has led to many other Trusts requesting evaluations of the MicroScan SI and MicroScan Walkaway Plus systems.

Resistance has met its match

The MicroScan system also offers a more sensitive detection of emerging resistance due to its ability to identify difficult gram-negative micro-organisms, ESBLs and multi-resistant strains such as MRSA and VRSA. Potential clusters of multi-resistance that were previously completely missed in the laboratory are now identified, enabling better disease management and prevention across the Trust.

Furthermore, with a positive identification of each organism, Clinical Microbiologists are in a much stronger position to give advice on sensitivity and the other critical factors that will ultimately affect the clinician's prescribing decisions.

Efficient laboratory throughput

Since installation, the systems have also helped to streamline sample throughput in the labs as staff no longer have to batch isolates for testing. Tests can be run when convenient, not just to a specified schedule.

MicroScan also helps to correctly speciate organisms, another benefit to the microbiology staff at East Kent NHS Trust.

"We are now guaranteed the right AST result, rather than a predicted result extrapolated from a two hour rapid incubation. With 60-70 % of our samples coming from General Practice, there is a very limited requirement for immediate results (with the potential for false data that this produces). We are able to incubate the various organisms for the recommended time period, further enhancing data accuracy," states Mark Baker. "Previously, we read our plates every morning regardless of the recommended incubation period, now we can leave a plate for 18, 24 or 48 hours if required. This has proved to be important in cases where resistance isn't expressed during the initial growth phases."

A cost effective prescription for change

The flexibility and versatility of MicroScan offers the key to unlock more potential benefits in UK laboratories. The broad range of panels and flexibility of being able to select either overnight or rapid panels, means that the system can be tailored to meet the specific needs of laboratories. Specialist Windows-based software is also customisable to suit the analysis and reporting procedures for each laboratory and Trust.

East Kent NHS Trust is an early adopter of the benefits of MicroScan in the UK. However the automation, process and wider executive benefits are in action extensively across Europe and in the US. It is a proven solution, often known as 'microbiology in a box' and its evolution over thirty years is supported by continuous development.

With the launch of MicroScan WalkAway® Plus in the UK by Siemens, the system now stands at the frontline in providing tools to assist microbiologists deliver twenty-first century healthcare.

Mark Baker, Senior Biomedical Scientist, Melissa Ellender, Biomedical Scientist and Alistair Lindsay, Head Biomedical Scientist at William Harvey Hospital.

Congratulations to the GB Rowing Team!

On achieving their best results for 100 years.

The GB Rowing Team has returned from Beijing weighed down by their best haul of medals since 1908. With a total of six medals, two gold, two silver and two bronze, the team emerged as the most successful rowing nation in Beijing.

Siemens is the high performance partner of the GB Rowing Team and has sponsored GB Rowing since 2006. Siemens also sponsors the talent identification programme, World Class Start and the development programme, High Performance Programme in Clubs.

The gold medals were won by Zac Purchase and Mark Hunter in the lightweight men's double sculls and the men's coxless fours. Silver medals were claimed by the men's eight and the women's quadruple sculls with bronze medals coming in the women's and men's double sculls, crewed by Anna Bebington and Elise Laverick and Matt Wells and Steve Rowbotham respectively.

Driving process improvement

Siemens working to support customers in harmonising people, processes and technology within the laboratory environment.

Siemens Healthcare Diagnostics recently held its inaugural Process Management Meeting at The Harrington Hall Hotel in South Kensington, London. The two-day forum provided an opportunity for laboratory managers, directors and consultants to network and share best practice with peers in an interactive environment.

Internationally renowned speakers gave talks on how to implement efficient workflow with examples of the positive process outcomes this can bring to the laboratory environment. Customers and delegates gathered together to absorb the practical advice and share their experiences of workflow efficiency gains and the common challenges faced.

Chaired by David Ricketts, Laboratory Manager at North Middlesex University Hospital NHS Trust, delegates were introduced to methods for addressing key workflow problems and identifying strategies to achieve goals. He stated, "This meeting is all about taking an international perspective and learning that the same issues exist all over the world regardless of the country you work in. It's also important to stress that many of the solutions for efficient workflow are already out there and can be easily applied – it's just a case of adapting them to suit local and personal laboratory needs. If laboratories can make Lean workflow choices, this can then be adapted to wider departments in order to improve efficiency throughout the hospital environment."

Sharing global best practice

The meeting opened with Christoff Coetzee from LTS Consulting, an industrial engineering and business management consultancy firm based in South Africa. The company's work with Dr. Ross Millin, Anatomical Cytopathologist and Head of the Anatomical Pathology Reference Lab at PathCare South Africa involved reorganising workflow to improve the way that processes were handled. Dr. Millin gave first-hand insight into the benefits that these changes had made to the workplace. For example, by regarding each lab specimen as an individual patient, he explained how everyone in the workflow chain was able to recognise the importance of producing the overall result.

Learning about Lean

Dr. Tom M. Pettersson from Unilabs North discussed the benefits of Lean and Six Sigma process methods to improve and integrate care pathways, citing key case studies with practical advice on how to put together process stream maps and identify non value-adding tasks. He explained that once implemented, these methods are easily transferable across hospitals and laboratories and by working together, teams can achieve more with less effort.

Maarit Heinanen from Medix Laboratories in Helsinki, Finland

Maarit Heinanen a delegate from Medix Laboratories in Helsinki, Finland commented, "Currently we are in the middle of making our laboratory processes more Lean. Today is all about gaining new ideas and hearing from people that are already reaping the rewards. We're also looking for more practical Lean ideas and techniques to get people on board and more open to changing the way they work."

Delegates also heard from Laureen Haynes of Siemens Healthcare Diagnostics on the benefits of Siemens' E-Valuate™, a software tool for measuring workflow and cost efficiencies. This solution for Activity Based Costing (ABC) captures information on workstations, looking at staff roles and the costs associated to assist labs in making more efficient workflow choices. Citing the example of John Radcliffe Hospital in Oxford, she highlighted how the laboratory's send-out service was analysed via the tool to assess where efficiency could be improved.

Siemens E-Valuate system is just about to be introduced for use in the UK, and laboratories interested in understanding how to analyse and understand workflow and costs should speak to Siemens about its application to the laboratory environment.

Change management

On the second day delegates were offered practical advice on change management. These sessions aimed to encourage staff involvement and support when modifying long-established and unchallenged processes. Dr. Mike Bosomworth from Leeds and Bradford Hospitals discussed his experience of creating harmony

between technology, the workforce and processes across multiple sites, "In the last six years we have lost 30% of our workforce, workload has gone up 30% and yet we've still managed to maintain our turnaround times – this is due to making sure our workforce, technology and processes are working together in the most efficient and harmonious way."

Interactivity was key to the event, as the audience was encouraged to explore its individual workflow issues, voicing queries to receive expert advice from speakers. By addressing these challenges, delegates could gain valuable advice and insight from a variety of sources, ultimately learning that many other laboratory environments faced the same problems.

Commenting on the event, Judy Langham, a delegate from Nuffield Health stated, "The two days have been very useful to us, providing clear advice on how to improve workflow and also how to manage change. Although we operate in the private sector, there is a demand just like in the NHS to carry out more work in limited space with fewer staff. We were looking to learn how to optimise our space and staff resources plus really interested to see what others have done in this area. Attending this event was just like training - time well spent that will undoubtedly help us save costs in the long term."

Maintaining momentum

"It's been valuable to meet different people from all over North Western Europe and compare ideas," concluded Jan Teahon from King's College Hospital NHS Foundation Trust in London. "The event has also been great for networking, making new contacts with people in the industry and learning about the services they can offer. Overall, it's been really useful to see not only how to make changes, but also how to maintain the momentum. It's also been interesting to see the effects that practical, everyday changes can make to workflow."

Jan Teahon - King's College Hospital NHS Foundation Trust, London.

Further Process Management Meetings are planned for 2009. For more information or to express your interest in attending, please contact us on info.diagnostics.med.gb@siemens.com

Congresses & customer events

December 08

Symposium on Tumour Markers, Hamburg
7 - 9/12/08

January 09

BN User Group, Frimley
13/01/09

Dimensions User Group, Frimley
27/01/09

Frontiers in Laboratory Medicine (FiLM), Birmingham
27 - 28/01/09

Automation Users Meeting, Frimley
29 - 30/01/09

February 09

XII International Symposium on Biology & Clinical Usefulness of Tumour Markers, Barcelona
4 - 5/02/09

March 09

Diabetes UK, Glasgow
11 - 13/03/09

ISBN, Cairo
21 - 25/03/09

April 09

Siemens International Conference on Infectious Diseases, Amsterdam
2/04/09

EASL, Copenhagen
22 - 26/04/09

Siemens European Tour Scientific Lectures, Dates TBC

May 09

ECCMID, Helsinki
16 - 19/05/09

Siemens Academy, London
5 - 7/05/09

FOCUS, Liverpool
18 - 21/05/09

June 09

IFCC, Innsbruck
7 - 11/06/09

EAACI, Warsaw
6 - 10/06/09

Siemens Healthcare Diagnostics, the leading clinical diagnostics company, is committed to providing clinicians with the vital information they need for the accurate diagnosis, treatment and monitoring of patients. Our comprehensive portfolio of performance-driven systems, unmatched menu offering and IT solutions, in conjunction wth highly responsible service, is designed to streamline workflow, enhance operational efficiency and support improved patient care.

Product availability may vary from country to country and is subject to varying regulatory requirements. Please contact your local representative for availability.

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