



# A PROGRESSIVE FUTURE WITH DxONE COMMAND CENTRAL

LEVERAGING REMOTE MONITORING WITHIN HOSPITAL NETWORKS



Covenant Health is a community-owned healthcare network headquartered in East Tennessee that is committed to holding true to its **mission of serving the community by improving the quality of life through better health**. Covenant Health employs more than 11,000 caregivers, expert clinicians, and dedicated employees and volunteers across 150 locations, including ten hospitals. As a not for profit health system, it has been recognized by Becker's Healthcare Review, Newsweek, and Forbes as a best employer.

Covenant Health laboratories have been faced with numerous challenges, particularly in managing laboratory operations across multiple sites with limited staff. Traditional operations require full-time technicians to be physically present to operate and monitor analyzers, leading to inefficiencies and increased operational costs. In addition, these challenges are magnified in an era of staffing shortages, putting undue pressure on existing staff. To help combat these challenges, standardization across all sites has become a top priority, specifically in the hematology department. Covenant Health has taken significant steps to mitigate challenges through strategic allocation of staff and acquisition of technology.

As laboratory leadership looked for potential solutions to these challenges, they identified three areas of focus to better enable hematology laboratory operations:

### 01. Develop Key Operators

Allows operators to have a holistic view of the network to ensure proper instrument management and provide better patient care.

### 02. Education

Experienced techs assist less practiced staff remotely, providing real-time guidance while managing the instrument remotely when needed.

### 03. Enhance Operational Efficiency

Reduce the need for on-site presence, allowing technicians to manage multiple sites simultaneously.



## SOLUTION

The Covenant Health team looked to Beckman Coulter for help to address these challenges. By implementing the DxONE Command Central software, they were able to remotely oversee operations virtually for many instruments from any location. The software provides real-time monitoring, control, and troubleshooting capabilities across the network and allows a single user to monitor performance and intervene in the event of instrument downtime.

With DxONE Command Central, Covenant Health networks their hematology, urinalysis and coagulation instruments at two sites within the hospital system with the intention to integrate more.

**Methodist Medical Center**  
Oak Ridge, TN



**Parkwest Medical Center**  
Knoxville, TN



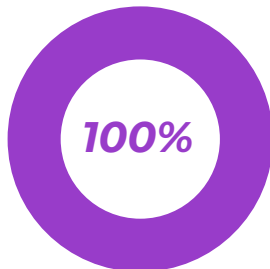
“ With Command Central, we've seen a remarkable improvement in our lab operations. The ability to manage multiple sites remotely has not only helped **accelerate great patient care by saving us time, but has also been invaluable in supporting our staff**, particularly during times of staffing shortages. ”

Jessica Sanford, MLS (ASCP)<sup>CM</sup>  
*Chief Medical Technologist*

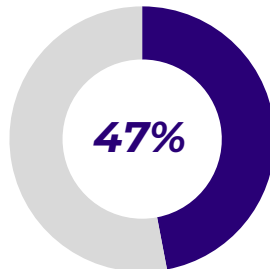


## BENEFIT

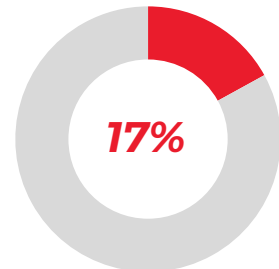
With the DxONE Command Central application, Covenant Health was improved time to resolution on instrument issues, addressing them real time. As a result, they saw reductions overall in on-site service visits, and travel time across sites from trained personnel.



Reduction in unplanned cross-site travel<sup>1</sup>



Reduction in service visits<sup>2</sup>



Reduction in time to resolve<sup>3</sup>

Scan here for more information



<sup>1</sup> Prior to implementation of DxONE Command Central, Covenant Health key operators were traveled 1-2x per month to assist in live troubleshooting. After implementation, assistance has been conducted remotely.

<sup>2</sup> Measured from Field Service Visits log rolling 12 months prior to implementation

<sup>3</sup> Average time to resolve when calling BCI hotline ~30m. On average Covenant Health calculated ~5m reduction using DxONE Command Central with remote key operators.

Disclaimer: The percentages and metrics provided above are based on observed data reported by our customers. Individual results may vary depending on specific circumstances and application.