

Assured Compliance Solution Automates Laboratory Regulatory Compliance

Dramatically reduce the risk of compliance deficiencies, performance failures and the paperwork that goes with them

Laboratories are highly automated efficient operations. Logging instrument maintenance and regulatory compliance, however, is still a manual paper task for most labs. Even the best run organizations burden the lab compliance officer with stacks of binders, time consuming reports and long painful audits.

This is the story about one lab director who dreamed about a better way. He shared his idea with Kaonsoft, an innovative software company that provides complete end-to-end solutions to create enterprise mobility applications. Kaonsoft's Assured Compliance Solution™ (ACS) replaces cumbersome papers and notebooks with one mobile device, and boosts the productivity of lab engineers and technicians, maintains the integrity of the documentation and replaces compliance deficiencies and performance failures with simple, fast, successful audits.

The Challenge

Maintenance and documentation challenges are ubiquitous among laboratories throughout the country. Instruments must be checked and calibrated at regular intervals, and logs must be meticulously updated to meet regulatory requirements. With paper and pen documentation, it is easy for tasks to fall through the cracks or be recorded incorrectly. Who was responsible for the instrument in



question? Was the task performed and not recorded, or unable to be performed? By the time logs are reviewed at the end of the month, it is difficult to recover missing information.

ProMedica, a mission-based, not-for-profit healthcare organization serving northwest Ohio and southeast Michigan, faced the same challenges. Each day, ProMedica Laboratories process and analyze thousands of biological samples. Maintaining the integrity of those results was always done the old-fashioned way: with lots of paperwork.

“We had been using the same kinds of checklists and clipboards and notebooks for years. And here we were trying to be the cutting edge laboratory and be on top of our game and do everything we can to do things better, faster, smarter,” said Bonnie Rashleigh, ProMedica Laboratories supervisor of Biochemical Pathology. “We needed a better way to track all the tasks that needed to be done and be made aware if something was missed.”

Mark Sattler, administrative director of ProMedica Laboratories, wondered, “What if our smartphone device could be used to input the checks, and what if the database could prompt the person responsible for doing those checks? He explained that “there are many applications for it in laboratory, other areas of healthcare, and potentially outside of healthcare.”

The Assured Compliance Solution

Kaonsoft’s Assured Compliance Solution is a revolutionary healthcare tool that helps maintain the integrity of test results for patients and keep laboratories in compliance with regulatory requirements. This is done by allowing engineers and technicians to perform routine quality inspections and equipment maintenance with the simplicity of a tablet, rather than extensive paperwork. ACS provides a secure, centralized database for users to record and review equipment status, access historical records and run reports, all in real-time from a mobile device or a desktop browser anytime, anywhere. It also ensures that regulatory activities are performed in a timely manner. If a scheduled activity is not logged as completed, the system triggers a chain of



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alerts until the task is addressed.

“It will alert the technician at that station that this maintenance was not performed, which will let the tech know they need to investigate so it can be taken care of,” explained Amy Goodrich, a ProMedica Laboratories technician. “If that tech doesn’t get to it, it will go to the supervisor so they can follow up and ensure it gets performed. If the supervisor doesn’t get to it, it will go to the lab manager.”

The Result

“It saves us lots of time,” Goodrich said. “You’re not having to go from this clipboard to that clipboard and this notebook to that notebook. You have it all right there and you can go station to station with the same iPad.”

Less time on paperwork means more time the techs can process samples. The app helps maintain the integrity of those results for patients by making sure the equipment is working properly. Log accuracy and task completion rates have improved as well.

Since implementing the Assured Compliance Solution in January 2016, the lab has achieved 100% completion on all documentation. With ACS, any missing information or verification required is sent via push notification and email up an escalation hierarchy. Issues are addressed in real-time rather than at the end of the month.

In addition to increasing completion percentages, the ACS saves technologists approximately 13 hours each month, or 156 hours per year, in administrative tasks such as preparing, printing, distributing, managing, troubleshooting, and filing maintenance logs. It also saves supervisors approximately 3 hours per month, or 36 hours annually, in reviewing and signing each page of documentation. This adds up to 16 hours per month, or 192 hours each year that can now be allocated to other tasks like processing samples and finding cures.

ACS is also a green solution, eliminating paper and the cost to store it. Regulations dictate these documents must be stored for the life of the instrument plus two years. On average, the typical life span of an instrument is five years. ACS satisfies all of the regulatory requirements for storage without killing one tree. It is a lot easier to find an archived document in ACS than searching through a file box of papers.

“We are already looking forward to utilizing the ACS application at other ProMedica Laboratories,” Rashleigh said. “It will soon move to the North Region laboratories and should help them be sure that they have all of their regulatory requirements documented.”

Kaonsoft has just scratched the surface of what ACS can do. There are plans for another expansion to include a multifaceted inventory management application. ACS is a small piece of technology with



ProMedica Laboratories received the ProMedica Innovations Inventor of the Year Award 2015, which recognizes its leadership to bring their innovation to the market efficiently.

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JUSTIN HAMMERLING
AVP OF INNOVATIONS
PROMEDICA INNOVATIONS

ProMedica

www.promedica.org

Challenges

- Convert paper version of laboratory checklists into a digital version
- Provide a centralized database to record and review equipment status, access historical records, and run reports from a mobile device or a desktop browser
- Provide access to critical data, alerts and reports in real-time
- Roll out an app that matches the ProMedica brand identity

Solutions

- Kaonsoft Enterprise Mobility Platform
- Kaonsoft Assured Compliance Solution
- Microsoft Azure

Results

- Has increased compliance rates to 100% since implementation
- Save over 192 hours per year in administrative tasks
- Reduce operating costs, including reducing printing and document storage costs

promise to yield big improvements both within and outside of the laboratory.

About Kaonsoft

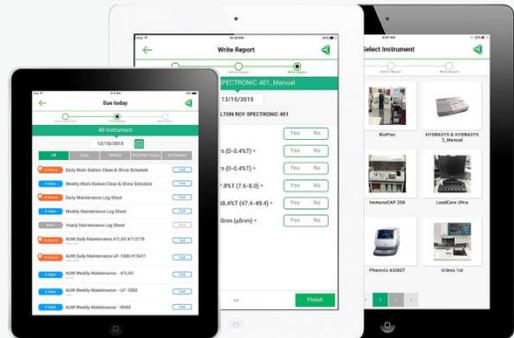
Established in 2011, Kaonsoft is an innovative software company that provides complete end-to-end solutions to create cross-platform enterprise mobility applications. Kaonsoft is not just another mobility technology or software company; it bridges the gap between business and technology. Under a new concept called MaaS (Mobilizing-as-a-Service), the Kaonsoft Enterprise Mobility platform™ allows customers to rapidly mobilize their organizations by seamlessly delivering business critical data from back-end systems to any mobile device, empowering employees, communities, or citizens in record time with low risk.

After successful implementation of ACS in ProMedica Innovations, Kaonsoft and ProMedica formed Kapios Health, a healthcare technology company that provides comprehensive mobile app development, infrastructure and commercialization services which enable healthcare providers to more effectively care for their patients. Kapios Health utilizes the Kaonsoft Enterprise Mobility Platform to build ProMedica Innovations healthcare applications.

“Our partnership with Kaonsoft is helping us enable solutions to the problems that we face daily as a health care organization,” said Justin Hammerling, associate vice president of Innovations, ProMedica Innovations. “Regulations and other outside forces create constant complications that healthcare systems need to overcome and adapt in order to

operate. The Kaonsoft Enterprise Mobility Platform allows us to rapidly develop and deploy mobile-based solutions to our clinical and administrative staff to help overcome these challenges and operate as effectively as possible. We are confident the issues we face as a healthcare organization are being faced by others, and that the solutions we have developed can be implemented in other healthcare systems as well.”

“I’m thrilled to see technology and healthcare working in tandem to enable advancements in the medical field,” said Daniel J. Lee, Kaonsoft chief technology officer/co-founder/Americas CEO. “We look forward to our ongoing partnership with ProMedica. Our hope is to continue to support and sustain innovation in the future for the benefit of individuals and healthcare organizations alike.”



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