

Delta Pathology + Omega Diagnostics Optimizing Efficiency for Independent Labs

ORGANIZATION:



CHALLENGE: Streamline workflows, boost revenue, and maximize efficiency for independent laboratories during territory expansions—driving organizational growth while reducing costs, balancing clinic staff workloads, and elevating patient safety.

SOLUTION: LKCareEvolve

ORGANIZATION OVERVIEW

Location: Louisiana

Length of Service: Founded in 2015

Size & Recognition: Delta Pathology + Omega Diagnostics is the largest independent pathology group in Louisiana with over 420 associates. They offer clients fast turnaround times on anatomic pathology (AP) cases, full sub-specialty slide reading of AP cases, local-based ownership and focus, access to their “IDN network”, heavy investment in information technology and other infrastructure to maximize their service capabilities, and unmatched size and scale in their region. They service more than 140 hospitals and other healthcare institutions across Louisiana, along with facilities in Mississippi and Eastern Texas. Their size and scale, with 50 pathologists currently, allows them to offer services to clients which are best-in-class, not only in Louisiana but across the country.

CHALLENGE

As Delta Pathology + Omega Diagnostics expanded, they faced a challenge: providing clients a streamlined way to order tests without relying exclusively on a direct interface. Transitioning from a hospital lab to a full-service outreach lab, they needed to rapidly scale by 45-50% to accommodate their growth. To maintain stability and support ongoing expansion, they required a platform to optimize operations and drive organizational growth.

WORKING WITH ELLKAY

In 2015, Delta Pathology + Omega Diagnostics partnered with ELLKAY to streamline electronic order entry and results retrieval through the Clinical Pathology (CP) platform, significantly boosting their outreach volume. As clients sought electronic orders and interfaces compatible with their EHRs, ELLKAY’s CP platform stood out for its swift deployment, intuitive design, and customizable features. Key highlights included ABN initiation based on ICD-10 codes to secure laboratory payments, seamless EHR interfacing, and flexible report options – available on-demand or as scheduled reports, tailored to each client’s needs.

OUTCOMES

- ▶ Approximately \$187,200 saved on employee expenses
- ▶ 75% increase in patient responsibility payments
- ▶ Outreach Clinical Pathology (CP) volumes rose by 45%
- ▶ Barcode system developed to ensure simplified workflow processes
- ▶ Access to a wide range of customizable reports for billing requirements and testing utilization
- ▶ ABN generation automation resulting in revenue increase
- ▶ Patient notifications for any out-of-pocket-expenses

Through LKCareEvolve, Delta Pathology + Omega Diagnostics can access a variety of customizable reports to meet CLIA, CAP, and billing requirements, including those for physicians, test utilization, CPT coding, ICD10 coding, and ABN volumes. "ELLKAY's staff is phenomenal. They take the time to understand our company's objectives and goals and provide opportunities for a successful partnership," said Melonie Falcon, CEO of Delta Pathology + Omega Diagnostics. Adjustments and enhancements to the application were easy to accomplish and deployed quickly, making it user-friendly and customizable to the customer's needs and meeting Delta Pathology + Omega Diagnostics' specific requirements.

Melonie Falcon shared, "ELLKAY provided us the ability to grow exponentially with rapid and accurate testing to our communities... their assistance was essential to our success during the pandemic."

RESULTS

Deploying LKCareEvolve was straightforward: clinician office staff completed user forms and only needed internet connection to access the web-based application, save it to their desktop, and access their client account. This process was both easy and efficient for users to follow and adopt. ELLKAY's Client Service Representatives provided training for the staff once the account was created and platform implemented. As Delta Pathology + Omega Diagnostics expanded their in-house test menu, ELLKAY seamlessly created new tests, added reference ranges, included required test comments, and uploaded these updates to client test directories. The Delta Pathology + Omega Diagnostics team quickly mastered the system, and with ELLKAY's dedicated support, they implemented LKCareEvolve smoothly and efficiently.

Delta Pathology + Omega Diagnostics is actively advancing into the future, driving forward with bold process improvements. Fully validated in digital pathology, they recently launched their proprietary, cloud-hosted LIS system, transitioning all network functionality from local hardware to the cloud. Additionally, they are completing a new state-of-the-art laboratory that, for the first time, will unite all departments on a single campus—strengthening collaboration and operational excellence.

Currently, Delta Pathology + Omega Diagnostics is focused on utilizing LKCareEvolve to deploy electronic order entry for their AP clients who are not directly interfaced. ELLKAY's customization based on tissue type allows Delta Pathology + Omega Diagnostics to incorporate the necessary patient history and data to process specimens. This transformative step enables Delta Pathology + Omega Diagnostics to streamline accession staffing on the AP side. Next, they'll connect several major clients to LKCareEvolve, allowing billing data to flow seamlessly into their billing platform. This advancement will reduce data entry needs, lower error rates, and increase collection efficiency.

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MELONIE FALCON

CEO

Delta Pathology + Omega Diagnostics

ABOUT ELLKAY

ELLKAY is a recognized healthcare connectivity leader, serving as the single partner to healthcare organizations for their data management and interoperability solutions. ELLKAY empowers hospitals and health systems, diagnostic laboratories, healthcare IT vendors, payers, and other healthcare organizations with cutting-edge technologies and solutions. Since 2002, ELLKAY's system capability arsenal has grown to over 58,000 practices connected and 750+ EHR/PM systems across 1,100+ versions.



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