Operating at Peak Performance

What Sysmex Customers Need to Know

In the book “Climbing: Training for Peak Performance,” the author Clyde Soles takes readers through a series of chapters aimed at helping one improve climbing performance. Covered topics support the author’s holistic approach to an absolute truth of climbing performance: everything works together. These words couldn’t be truer when defining Sysmex’s Peak Performance Program.

The Sysmex Peak Performance Program is a rich and comprehensive set of systems and resources that work together to support a clinical laboratory’s long-term success before, during and after instrument or system implementation. The program sets apart three distinct categories of support for the Sysmex customer: Pre-implementation, Implementation and Long-Term. Each customer may not need every component of Peak Performance—support services can be selected and used as needed, based on the hospital or healthcare system, Sysmex analyzer, automation or middleware, or lab dynamics.

According to Karen Bezold, Group Marketing Manager, Sysmex America, “The goal of our Peak Performance Program is to minimize the pain of change while providing our customers with an infrastructure that supports their long-term success.”

In the pre-implementation stage, customers want to know how they should prepare their laboratory and team for instrument or system installation.

Implementation stage questions generally stem from a laboratory operations standpoint, “How long will this take?” “How will I run both lines at the same time?” “Will I have everything I need to go live?”

We know that a majority of a patient’s medical record is based on information drawn from the clinical laboratory. Therefore, laboratory optimization is critical to success. One must conclude that the quality of an instrument’s reliability, uptime and vendor support is directly correlated with a laboratory’s success. Therefore, hospitals must be committed to a best-in-class philosophy. As importantly, the instrument manufacturer must be committed to the same.

But what makes an instrument best-in-class? What makes a manufacturer best-in-class?

Certainly technology is a key factor. A manufacturer’s ability to provide advanced, clinically relevant parameters that are automatically measured in the course of a routine CBC without additional capital, training, or reagents is an important consideration.

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(continued on page 2)

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President’s Message

As clinical laboratory healthcare professionals, we must equip ourselves with resources that help ensure our clinical laboratory’s success in a reformed healthcare environment. The foundation for this success begins with a clinical laboratory’s instrument purchasing decision and continues throughout its vendor partnership.

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The impact of these parameters on treatment guidelines, care pathways, patient flow and return on investment must be contemplated. One must also look to the manufacturer’s ability to provide middleware that fills important needs such as auto-validation and improved TAT, enterprise-wide solutions and single-source data management and storage. These additional capabilities can add tremendous value to the results that your lab provides, and ultimately to patient care.

President’s Message (continued on page 2)
Operating at Peak Performance (continued from cover)

The Peak Performance Program also addresses long-term customer concerns such as up-to-date training and continual optimization.

"Whether it’s through our SNAP™ Automation, Installation and Testing Process, Virtual Classroom or Technical Services, we at Sysmex are absolutely committed to ensuring all of our customers’ needs are met and that their clinical laboratories are operating at peak performance," said Bezdol. To learn how your clinical laboratory might benefit from the Sysmex Peak Performance Program, see program elements below.

Peak Performance: Pre-implementation

Lab Solutions: expert workflow analysis to configure automation systems that streamline processes and increase efficiency.

Professional Services: Sysmex WAM™ Decision Support Software for the Clinical Laboratory Implementation including hematology automation rules, LIS and WAM interface solutions planning that maximizes system functionality.

One Voice: single point-of-contact integration coordination that schedules training and manages Sysmex installation and application resources.

SNAP Automation, Installation and Testing Process: preassembly, testing, validation, and calibration of hematology automation systems prior to clinical laboratory delivery; accelerating installation and thereby saving time and improving efficiency.

Sysmex Center for Learning: staff training remotely delivered online i.e. Webinars, Virtual Classroom or e-Learning and face-to-face training resources. P.A.C.E. credit is provided upon successful courses’ completion.

Peak Performance: Implementation

Professional Services: experienced project management consultancy from WAM installation through go-live. Service offering includes WAM system rules testing and validation of rules, LIS interface and CellVision™ Package.

Customer Service: assistance with reagent and consumable standing or supplemental orders before and after system implementation.

Technical Services: efficient analyzer, middleware, or automation system installation and required calibration completion during system set-up – all with minimal laboratory disruption.

Health System Application Specialist (HSAS): performs validation studies including necessary data reduction and on-site training.

Webinar #2

Recording available at www.sysmex.com/webinars

The Power of the RBC Indices – Letting Go of the Rules of Three

Objectives

• Review and understand the history of the Rules of Three and their original purpose in hematology testing.

• Understand the importance of the RBC indices and how they are better indicators of problem samples.

• Learn how to apply your knowledge of the RBC indices to real life case examples.

Target Audience

Pathologists, Laboratory Directors, Laboratory Managers, Bench Supervisors, Bench Technologists

Webinar #4

12PM - 1PM CST May 5, 2010

Automation and the Need for Lavender Top Tube Management in Hemoglobin A1C Testing

Objectives

• Discuss different methodologies for determining HbA1C and how physicians utilize the results.

• Understand the importance of correctly determining the amount of HbA1C without interference of other biological molecules or drugs.

• Visualize the opportunity of automating the increasingly important monitoring analyte, HbA1C.

Target Audience

Pathologists, Laboratory Directors, Laboratory Managers, Bench Supervisors, Bench Technologists
Webinar #1  Managing by Fact: Using Metrics in the Clinical Laboratory

Objectives

- Discuss which metrics are most important to guide laboratory staff in their operational efficiency and continuous improvement programs.
- Understand which metrics do the best job of informing administration about the gains happening in the Lean Laboratory.
- Learn how to motivate staff to understand and accept change.

Target Audience

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Webinar #3  A Practical Guide to Implementing Sysmex-XE 5000 Immature Granulocyte Count

Objectives

- Understand the clinical significance of immature granulocytes (IG). Learn about the limitations of the manual differential and the importance of providing an accurate and reproducible immature granulocyte count.
- Describe the methodology and process used to determine a reference range for IG.
- Consider options for implementing IG in the laboratory. Understand the process used to educate and gain acceptance from the clinical staff for this new automated differential parameter.

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Peak Performance: Long-Term

Business Line Reviews: regular forum-sharing exchanges highlighting new advances, Sysmex expertise, successes evaluation and potential improvements identification.

Customer Resource Center: a comprehensive source for Sysmex customers to access online training, training guides, updates, documentation and resource materials and the Insight™ peer-review program.

e-Tools: utilizes Sysmex Network Communications System’s (SNCS™) connection capability to assist with system management and remote system monitoring. Insight IQAP data and report transmission, e-Verify calibration verification, e-Supply automated reagent inventory and cycle-based maintenance.

Technical Services: provides ongoing support via on-site response by highly qualified personnel, Technical Assistance Center (TAC) hotline assistance, hardware and software field upgrades, and secure remote monitoring for 24/7 proactive instrument monitoring, automated peer-comparison and easy calibration verification.

HSAS: provides ongoing support, questions and answers exchange and training as needed.

Ensuring a Strong Start: SNAP™ Automation, Installation and Testing Process

Sysmex takes the phrase “in a snap” to a whole new level when it comes to installation of Sysmex’s HST-N automation line – a line synonymous with standardization of workflow in the clinical laboratory.

While consistent sample handling and operational efficiency are key benefits associated with standardization after installation and implementation of automated instrument systems, Sysmex standardization actually begins at company headquarters long before a clinical laboratory sees the arrival of its instrument solution.
Troup, who along with the Internal Service Center at Sysmex assisted with the development of SNAP, explains, “SNAP enables Sysmex to extend its industry-leading instrument reliability. An accelerated installation process means less disruption to laboratory operations, minimal intrusin the confined space of many laboratories, and reduced waste from discarded packaging materials. And clinical laboratory professionals have peace of mind knowing that their instruments and systems have been thoroughly tested as a unit prior to shipment. What was once typically a week-long process can now be completed in a matter of days.”

Sysmex installed its first system using the SNAP process in August 2007. The company recently reached its 100th SNAP installation milestone at Dynacare Laboratories/Froedtert Memorial Lutheran Hospital in Milwaukee, Wisconsin. According to John Musa, MT, ASCP, Manager, Hematology and Flow Cytometry, Dynacare Laboratories, his clinical laboratory’s recent SNAP installation was well executed. “Our SNAP installation was well-planned and well-organized as a result of our pre-installation meetings with Sysmex experts. We especially appreciated Sysmex’s common-sense approach to ensure our automation system was working prior to its arrival on our campus. The Sysmex team also ensured our hematology system’s working operations after on-site assembly.”

Musa further noted the lack of wooden crate packaging during the installation process, which in times in the past had required a separate room just to temporarily house shipping crates. Dynacare’s SNAP installation was completed in two days and with minimal laboratory operations intrusion.

Currently, Dynacare Laboratories serves as a core laboratory for Froedtert Memorial Lutheran Hospital and as a reference laboratory for the greater Milwaukee, Wisconsin area. Dynacare processes over 1300 hematology samples daily. This daily volume and future growth made the Sysmex HST-N laboratory for the greater Milwaukee, Wisconsin area.

For additional information, contact Sysmex at crc@sysmex.com.

**Peak Performance Continuing Education: Simplifying Training Virtually**

Sysmex America’s “Virtual Classroom” allows Sysmex customers to schedule and participate in live Sysmex expert, instructor-led classes online. This medium is specifically designed for training and uses the same facilitation techniques that are used in a live classroom situation such as question and answer exchange and presentation and video sharing.

Virtual Classroom courses use a web connection to link your team to instructors who provide information you specifically need such as:

- Sysmex Technology
- Flaggering Interpretation
- Quality Control
- Data Management
- Instrument Settings

Save time. Increase operator confidence. Improve Efficiency. Experience Peak Performance.

For more information, contact Sysmex at crc@sysmex.com.

**Merry Health System – Portland Maine**

**Merry Health System Makes Standardization Clinical Laboratory Priority**

Hospitals, allied healthcare facilities and other ancillary services that make up an integrated delivery network, or IDN, satisfy all of their patients’ healthcare needs through a single governing source that promotes patient-care quality and enables shared expertise, technology, and information. It is this focus on patient-care quality that has led Merry Health System of Maine (Portland) to seek Sysmex standardization for its Merry Hospital and Merry Fore River Hospital campuses.

Merry Health System provides a broad mix of medical, surgical and outpatient services with specialized services in the area of Emergency Medicine, Cancer and Diabetes Care. As members of the laboratory team whose responsibilities include oversight of multiple laboratory sites within Mercy Health System, Pat Niboli, MT, ASCP, Pauline Hahn, MT, ASCP and Patricia Owen, MT, ASCP believe standardization of Mercy’s clinical laboratory technology is essential to efficient, quality patient care.

“Our patients and clinicians cross-utilize Merry Hospital and Merry Fore River Hospital. As such we need to ensure that we produce the same quality results using the same reagents across all instrumentation, while improving the overall efficiency of our laboratory operations. Samples need to be handled the same way, regardless of shift, day of the week or location. Our clinical results’ reporting also needs to reflect a standardization that enhances patient care,” said Laboratory Manager Pat Niboli. “We also want our medical technologists to feel confident interpreting patient information from their Sysmex analyzers as they move between the two hospitals,” she added. Merry’s clinical laboratory standardization follows the system’s IT standardization.

Also of note is that Merry Health System is a multi-generation Sysmex customer, completing recent upgrades of its Sysmex SX- and SF-Series analyzers to the Sysmex XS- and XE-Series analyzers as budgets have allowed. Both Mercy Hospital and Merry Fore River Hospital are utilizing the Sysmex XE-5000 with the XE-2100 serving as a back-up on the main campus.

“The XE-5000 has proven to be invaluable for our oncology services,” said Pauline Hahn, Senior Medical Technologist. “Features such as abnormal cells flagging, the immature platelet fraction parameter, low linearity and the way the diff’s are done have worked well for us,” she added.

The hospitals do report the IG% and # with every autodiff. It is one of the criteria for manual differentials. Historically when the System’s laboratories found immature white cells or flags for immature cells, manual smear reviews or full manual differentials were performed. The absolute number of IG is now reported. The customer has stated this new parameter minimizes the number of manual reviews required.

RET-H's also is included in the hospitals' Retic panel. The implementation of both the Sysmex IG and RET-H parameters at Mercy and Merry Fore River hospitals will support efficient patient diagnosis, added Hahn. Merry begins use of the XE-5000 for its body fluid counts in the near-term.
Sysmex Reagents America Achieves Manufacturing Milestone

One millionth reagent unit shipped

“It was a manufacturing milestone achieved during the 2009 holiday season”, said John Neal, Senior Director of Manufacturing for Sysmex Reagents America, Inc. (SRA) referring to the production and shipment of its one millionth reagent unit from its new manufacturing facility in Illinois. When you consider that SRA shipped its very first reagent unit manufactured in Illinois in February 2008 after the new plant construction, this is a great achievement.

This significant milestone clearly indicates that our fully functioning reagent manufacturing plant in Mundelein is able to effectively and efficiently meet the needs of our customers. And we still have sustainable capacity for future growth,” said Neal. In fact in March 2010, SRA will initiate this growth expansion with the addition of a filling line that will increase the plant’s output capability by yet another 25%.

“As the demand for Sysmex’s hematology products continues to rise, production lines and shifts will be added to accommodate the reagents needs of our increasing customer base. Our primary goal is to provide our customers with a better way of doing business through an improved supply chain,” said Neal.

The strategic location of SRA’s reagent manufacturing plant in the middle of the United States enables Sysmex to streamline its planning and control supply distribution functions.

Sysmex Reagents America and Sysmex America share centralized operations in Mundelein, Illinois.

The economies of scale and efficiency from these shared operations enable a single-point-of-contact for Sysmex customers, improving customer coordination and supply chain efficiency. SRA’s distribution centers are located in Louisville and Chicago.

Globally, Sysmex owns and operates nine reagent manufacturing plants in the U.S., Brazil, Singapore, Europe, China, Japan and India, eight of which are dedicated to hematology.

Sysmex Reagents America, Inc. Manufacturing At-A-Glance

- 53,755 square foot reagent manufacturing plant located on the grounds of Sysmex America’s corporate campus
- State-of-the-art manufacturing technology that enables Sysmex product quality
- Manufactures and packages reagents designed for use with Sysmex clinical laboratory diagnostic equipment
- Operates in compliance with regulatory standards
  - FDA, Quality System Regulation for Medical Devices (GMP - Good Manufacturing Practices)
  - CMDR (Canadian Medical Device Regulations)
  - ISO Quality and Environmental Management Systems
    - ISO-9001
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- Green-friendly
  - No smoke stack
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  - Clean grounds
- SRA is a wholly-owned subsidiary of Sysmex America, Inc.

Sysmex America Intensifies Environmental Protection Initiatives with ISO Certification

The board of directors, administration and employees of Sysmex America and Sysmex Reagents America are pleased to announce that they have received ISO-14001 Environmental Management System Certification.

“Achieving this milestone serves as a launching point for a number of our environmental initiatives intended to improve how we design, manufacture, distribute and service our Sysmex products. We embrace our responsibility and our role as good stewards of the environment at our business sites and within the communities in which we operate,” said John Kershaw, President & CEO, Sysmex America, Inc. Sysmex entities in Japan, Europe and Brazil are similarly certified.

Guided by the Sysmex Corporate Environmental Management project, Sysmex entities systematically consider environmental protection activities during early stages of the product design and development process. Sysmex engineered the first cyanide-free Hemoglobin reagent in 1992 and also works to reduce the levels of both formaldehyde and mercury in its analyzer waste streams. In addition to its existing environmental management system certification, Sysmex America’s environmental protection activities include:

- Reduction of electricity consumption by 27–30% monthly via energy-efficient fluorescent lighting through its partnerships with Energy Investments and its local electric company ComEd
- Recycling efforts for paper, can and plastic products
- An expansion of more fuel-efficient and hybrid options for the Sysmex fleet program
- Active “Adopt-A-Highway” participation by company employees

ISO-14001 is part of a series of international standards designed for companies who wish to establish, implement, maintain and improve their environmental management systems, to assure conformity with corporate environmental policies, and to demonstrate conformity with the international standard for environmental management system development.

Technical Services: Empowering Peak Performance

Consistently ranked #1 by independent third party customer surveys, Sysmex America’s field service representatives are committed to keeping your laboratory operating at peak performance levels. Every member of the team has participated in more than 270 hours of hands-on, professional classroom training and has extensive experience in servicing Sysmex instruments.

Their skills and product knowledge are also continuously updated through mandatory training programs.

Technical support services include:

- Hotline – quick, experienced telephone support
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- On site response – prompt, and highly qualified

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Sysmex America Strengthens Hematology Leadership

Alan Burton has been named as SAI’s Director of Hematology Marketing. Joining the Sysmex team with more than 30 years of experience, Alan’s key responsibilities include product management of Sysmex’s Hematology, Systemizations and Urinalysis product portfolio. Alan also provides oversight for the product management of SAI’s complementary OEM products (CellaVision and Diesse) and Scientific Marketing.

“Alan brings a wealth of knowledge to his new position at Sysmex America. His IVD industry experience in marketing and new product development will serve our customers well as we intensify our efforts as a best-in-class hematology provider. We look forward to his leadership and commitment in this area,” said Ralph Taylor, Vice President, Marketing & Medical Affairs, Sysmex America.

Prior to joining SAI, Alan worked in sales, marketing, new product development and tactical sales and marketing roles for the Coulter Corporation and Beckman Coulter in the United Kingdom and USA. Most recently Alan managed Beckman Coulter’s tactical marketing team for hematology in the US market where he was responsible for product launches, ongoing product management and sales strategies and training development. Alan began his career in the IVD diagnostics industry as a medical technologist.

Alan’s professional associations include current and prior memberships with the Institute of Biomedical Sciences (MIBMS), International Society for Laboratory Hematology (ISLH), ISLH Corporate Advisory Council, AACC and Industry Rep on USADA Blood Doping Panel.

Alan is a graduate of the University of London’s, England, Medical Laboratory Sciences program where he specialized in Hematology & Blood Transfusion Science.

Sysmex Organizes Scientific Sessions at HEMO 2009 Brazil

Sysmex’s participation in the 32nd Brazilian Conference on Hematology and Hemotherapy 2009 included its guest speaker Helena Zerlotti Wolf Grotto, PhD, Clinical Pathology Department of UNICAMP, who presented a lecture entitled, “Treatment-refractory iron deficiency anemia: congenital and acquired etiologies.” In addition, Claudio Brandão, PhD, Head of Clinical Chemistry at Hospital Aliança, Salvador, presented a lecture entitled, “Platelet Count: a novel approach”.

We look forward to his leadership and commitment in this area,” said Ralph Taylor, Vice President, Marketing & Medical Affairs, Sysmex America.

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Sysmex Latin America is committed to supporting educational initiatives that update audiences about scientific and technology advances. Future scientific sessions for Sysmex Latin America are scheduled throughout different parts of the country to ensure interested audiences have access to continuing educational opportunities.

Cell Phones for Soldiers

As part of its continuing efforts to support the communities in which it serves, Sysmex America has aided American soldiers through its recent cell phone donation effort to the organization Cell Phones for Soldiers. Cell Phones for Soldiers is a non-profit organization whose aim is to provide soldiers abroad with prepaid calling cards. Money for the prepaid calling cards is raised through private and public donations as well as through the contribution of cell phones to ReCellular, a world leading collector, recycler and reseller of used cell phones.

“Cell Phones for Soldiers was founded by teenagers Robbie and Brittany Bergquist from Norwell, Massachusetts, with $21 of their own money. Since then, the registered 501c3 non-profit organization has raised nearly $2 million in donations and has distributed more than 500,000 prepaid calling cards to soldiers serving overseas. To learn how you can support Cell Phones for Soldiers, visit www.cellphonesforsoldiers.com.

Sysmex America’s Debbie Isotalo, a Service Operations Specialist and Doug Bartle, Facility Coordinator, coordinated efforts within Sysmex America’s Technical Service Department to secure 80 cell phones including their cases, 65 broadband cards, and more than 100 chargers.

“We are very proud of the efforts of our Field Service Representatives (FSR) for their support of this great cause as our donation will provide 80 hours of talk time for our soldiers abroad,” said Isotalo.

Sysmex America’s FSRs’ cell phones were sent to ReCellular, which pays Cell Phones for Soldiers for each donated phone – enough to provide an hour of talk time. Approximately half of the phones ReCellular processes are reconditioned and resold to wholesale companies in over 40 countries around the world. Phones and components that cannot be refurbished are dismantled and recycled to the highest environmental standards.

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“Our vendor change to Sysmex’s instruments was primarily due to Sysmex instrument reliability and its automation and standardization capabilities,” said Musa.
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Managing by Fact: Using Metrics in the Clinical Laboratory

Objectives

- Discuss which metrics are most important to guide laboratory staff in their operational efficiency and continuous improvement programs.
- Understand which metrics do the best job of informing administration about the gains happening in the Lean Laboratory.
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Pathologists, Laboratory Directors, Laboratory Managers, Bench Supervisors, Bench Technologists

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Webinar #3
12PM - 1PM CST April 7, 2010
A Practical Guide to Implementing Sysmex-XE 5000 Immature Granulocyte Count

Objectives

- Discuss which metrics are most important to guide laboratory staff in their operational efficiency and continuous improvement programs.
- Understand which metrics do the best job of informing administration about the gains happening in the Lean Laboratory.
- Learn how to motivate staff to understand and accept change.

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Recording available at www.sysmex.com/webinars

Sandy Hood, MT(ASCP) SBB, Administrative Director of Lab and Pathology Medicine, Riverside Methodist Hospital, Columbus, OH

Tracking the results of process improvement projects is an important part of the Lean Six Sigma effort. The emphasis is on “easy-to-use” and “easy-to-manage” because the cornerstone of Lean is simplicity. Our presenter, Sandy Hood, is the first hospital laboratory professional in the United States to earn a Six Sigma Black Belt.

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Linda M. Sandhaus, MD, MS - Associate Professor of Pathology, Director, Hematology Laboratory and Point-of-Care Testing, University Hospitals Case Medical Center, Cleveland, OH

The clinical significance of immature granulocytes in peripheral blood has been well documented. Currently, the manual differential has limitations and does not always provide a precise and accurate determination of immature cells. Dr. Sandhaus will explain the clinical significance of immature granulocytes and compare the manual and automated methods for quantifying these cells in peripheral blood. A practical approach to correlating different methods will be explained. Two different approaches to establishing a reference range will be described. Options for reporting this new parameter will also be presented.

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The SNAP process (Sysmex Installation Automation Process) enables a quick, quality installation for Sysmex customers that begins at the customer location with a visit from a qualified Technical Consultant for a site assessment and continues at Sysmex America in Illinois. Here is how the process works.

A dedicated team of technicians are responsible for “building” a customer’s automation system before it ever leaves Sysmex’s facility: assembling, testing, calibrating and validating each modular component. According to William Troup, System Implementation Manager, Sysmex America, “Assembly is always completed by trained technicians in a supervised environment using the same controlled procedures. Customers will realize the immediate benefits of a standardized process,” he said.

After the performance of each modular component is validated individually and placed on the automation line, QC samples are run to check system performance. The system is configured and tested with the customer’s barcodes. For systems with Sysmex WAM, interface connectivity is also verified with a test environment of the customer’s middleware located at Sysmex’s facility.

Once configuration and testing has been completed, the Sysmex team will carefully disassemble and repack the modular system for shipping. The shipping pallets are organized and sequentially loaded on a truck in reverse order for off-loading and assembly at the customer site. Upon delivery to the customer, the installation procedure seeks to minimize Sysmex’s footprint in the lab’s space. Sysmex instruments and systems are then re-assembled, configured and tested, ready for the next steps in systems implementation by lab staff and Sysmex Health Systems Application Specialists. (continued on page 4)
Operating at Peak Performance (continued from cover)

The Peak Performance Program also addresses long-term customer concerns such as up-to-date training and continual optimization.

“Whether it’s through our SNAP™ Automation, Installation and Testing Process, Virtual Classroom or Technical Services, we at Sysmex are absolutely committed to ensuring all of our customers’ needs are met and that their clinical laboratories are operating at peak performance,” said Bezold. To learn how your clinical laboratory might benefit from the Sysmex Peak Performance Program, see program elements below.

Peak Performance: Pre-implementation

Lab Solutions: expert workflow analysis to configure automation systems that streamline processes and increase efficiency.

Professional Services: Sysmex WAM™ Decision Support Software for the Clinical Laboratory implementation including hematology automation rules, LIS and WAM interface solutions planning that maximizes system functionality.

One Voice: single point-of-contact integration coordination that schedules training and manages Sysmex installation and application resources.

SNAP Automation, Installation and Testing Process: preassembly, testing, validation, and calibration of hematology automation systems prior to clinical laboratory delivery; accelerating installation and thereby saving time and improving efficiency.

Sysmex Center for Learning: staff training remotely delivered online i.e. Webinars, Virtual Classroom or Technical Services, we at Sysmex are single point-of-contact integration coordination that schedules training and manages Sysmex installation and application resources.

One Voice: single point-of-contact integration coordination that schedules training and manages Sysmex installation and application resources.

Professional Services: Sysmex WAM™ Decision Support Software for the Clinical Laboratory implementation including hematology automation rules, LIS and WAM interface solutions planning that maximizes system functionality.

Our comprehensive sales and support organization enables healthcare professionals to have direct access to our products, which are truly differentiated and have the highest level of proven reliability - a value proposition that begins with our advanced, highly reliable technology and ends with your peak performance.

John Kershaw
President & CEO, Sysmex America, Inc.

Webinar #2

Recording available at www.sysmex.com/webinars

The Power of the RBC Indices – Letting Go of the Rules of Three

Objectives

• Review and understand the history of the Rules of Three and their original purpose in hematology testing.
• Understand the importance of the RBC indices and how they are better indicators of problem samples.
• Learn how to apply your knowledge of the RBC indices to real life case examples.

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Objectives

• Discuss different methodologies for determining HbA1C and how physicians utilize the results.
• Understand the importance of correctly determining the amount of HbA1C without interference of other biological molecules or drugs.
• Visualize the opportunity of automating the increasingly important monitoring analyte, HbA1C.

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12PM - 1PM CST May 5, 2010

Automation and the Need for Lavender Top Tube Management in Hemoglobin A1C Testing

Michael Spiererman, Ph.D., Professor of Pathology and Laboratory Medicines, Texas A&M Health Science Center College of Medicine, Chief, Section of Chemistry Clinical Pathology, Scott & White Healthcare, Temple, TX

Hemoglobin A1C (HbA1C) has evolved into one of the premier tests for the care of diabetes. The volume of this test has increased the last 5 years in dramatic fashion. In 2009-2010, this analyte will become more important in that it is becoming the test used for diagnosis of diabetes. With this development, it is equally important to have the most precise and accurate method in determination of HbA1C. This includes verifying that there is no interference with biological molecules or drugs. With modern healthcare demanding increased utilization of HbA1C, the opportunity to automate this test in a hematology line utilizing the same tube will become increasingly important.

Rules of 3 have been a staple in hematology for decades. This presentation will review the history of the rules of 3 and discuss why they were introduced into lab hematology. The speaker will educate the audience as to why modern sheath flow-based hematology analyzers have made the rules of 3 obsolete. Learn why the RBC indices are much better indicators of problem samples and be able to apply this knowledge to real life samples.

Recording available at www.sysmex.com/webinars
Operating at Peak Performance

What Sysmex Customers Need to Know.

In the book “Climbing: Training for Peak Performance”, the author Clyde Soles takes readers through a series of chapters aimed at helping one improve climbing performance. Covered topics support the author’s holistic approach to an absolute truth of climbing performance: everything works together. These words couldn’t be truer when defining Sysmex’s Peak Performance Program.

The Sysmex Peak Performance Program is a rich and comprehensive set of systems and resources that work together to support a clinical laboratory’s long-term success before, during and after instrument or system implementation. The program sets apart three distinct categories of support for the Sysmex customer: Pre-implementation, Implementation and Long-Term. Each customer may not need every component of Peak Performance – support services can be selected and used as needed, based on the hospital or healthcare system, Sysmex analyzer, automation or middleware, or lab dynamics.

According to Karen Bezold, Group Marketing Manager, Sysmex America, “The goal of our Peak Performance Program is to minimize the pain of change while providing our customers with an infrastructure that supports their long-term success.”

In the pre-implementation stage, customers want to know how they should prepare their laboratory and team for instrument or system installation. Implementation stage questions generally stem from a laboratory operations standpoint, “How long will this take?” “How will I run both lines at the same time?” “Will I have everything I need to go live?”

(continued on page 2)