

# Strategic Collaboration at work

Complementary competencies at Washington Regional

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## Situation

Washington Regional is the only not-for-profit, community-owned, and locally governed healthcare system in northwestern Arkansas. With a range of clinical settings—including family and specialty clinics and urgent care, surgical, and medical centers—Washington Regional had a fairly robust outreach business. Quest Diagnostics had a large number of independent customers in the region.



## Challenges

Logistics, specimen collection, and EHR integration were the primary challenges for Washington Regional. As they expanded, so did the complexity of their infrastructure, which hindered their operational efficiency and ability to reduce costs.

## Solution

Quest and Washington Regional developed a purchase testing relationship based on the customers needs. This aimed to resolve their specimen collection and workflow integration challenges. An on-campus Quest processing center was put in place, which determines whether a test is done in-house or sent to Quest. In this arrangement, the in-patient lab provides routine outreach testing for both legacy Washington Regional and legacy Quest customers. More esoteric clinical testing is transported each night to the Quest Regional Lab. The local medical community, both owned Washington Regional clinics and independent providers, gains same-day testing as a standard for many routine tests.



## Results

Through the collaboration, Washington Regional was able to avoid unnecessary costs and expenses. In addition, they can improve efficiency for their in-patient lab by performing necessary in-patient testing while continuing to handle routine outreach testing through Quest.



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