

## ARUP Angels: Employees Helping Employees

One of the rich traditions we have at ARUP has been our tremendous support of the Sub For Santa, Angel Tree, and Utah Food Bank initiatives. In 2010, ARUP employees donated thousands in food, gifts, and almost \$25,000 in cash to the Utah Food Bank during the holiday season alone!

This past holiday season, however, ARUP management decided to do something different. In today's tough economy, many ARUP employees face a real struggle not only during the holidays but throughout the year, so in 2011 we made a concerted effort to support those in our community who need assistance—but we wanted to help ARUP employees and their families first.

The ARUP Angels Program was created to provide support to employees who needed a little help getting through the holidays. ARUP employees were asked to submit names of co-workers who might benefit from this initiative. Thirty-six employees were notified that they had been selected for the program. They received the news with great enthusiasm, appreciation, and some happy tears of joy.

Each nominated employee received a \$150 gift card for each member of his/her family. The family as a whole also received a gift card to buy enough groceries for a hearty Christmas dinner.

So where did all that money come from? Our generous ARUP employees donated almost \$40,000 in the form of PTO, cash donations, and payroll deductions. We are so grateful for the outpouring of support and generosity for this program.



### *In this edition...*

**MOVING AHEAD TOGETHER** ARUP demonstrates a continuing commitment to staying ahead of the curve.

**CONGRATULATIONS TO DR. WEISS CAP** honors ARUP's Ron Weiss, MD, MBA, with a Lifetime Achievement Award.

**LEANING THE LABORATORY** ARUP's cell-isolation project proves to be a great success.

**DR. LAYFIELD RECEIVES 2011 ASCP WARD BURDICK AWARD** This prestigious award honors an ASCP member who has made a significant contribution to pathology through sustained service to the profession.



## Moving Ahead Together

**Ken Hawker, MT(ASCP), Assistant Vice President, Night Operations Manager**

The year 2011 marked ARUP's 27th year of bringing complex, innovative laboratory medicine to our clients and patients. We ended the fiscal year in June having achieved record revenue and academic productivity. The economy remains in dire straits, with record unemployment rates, but ARUP is fortunate that our mission is to provide world-class, cost-effective laboratory medicine.

Over the past few years, ARUP has regularly recruited and hired a majority of the graduating classes from the medical laboratory science programs at local universities. While other industries have been downsizing to survive, ARUP has been judicious in hiring well-qualified, prepared individuals to lead us into the future.

Rather than sit on the laurels of past accomplishments, ARUP's R&D team continues to be diligent in researching and developing new tests. In addition, they are at work on new ways to do the tried and true assays that allow us to be most efficient while remaining on the cutting edge of technology.

As I make my nightly rounds of our facility, I notice evidence of expansion and change in our labs, which will enable us to be more productive and cost effective in how we do our work. Many of these projects have grown out of a company-wide commitment to Lean principles and practices.

The Core Immunology Lab was recently reconfigured to allow the team to reduce steps and improve workflow. The Protein Immunology Lab is being expanded to give team members a more efficient work space. In the Mass Spectrometry Lab, change has become a constant, as the entire lab is being reconfigured to add additional instrumentation and make workflow more efficient. The Infectious Disease Rapid Testing Lab, which had been divided into two areas, has been combined into one area, and workflow has been improved. The Parasitology and Fecal Testing Lab continues to undergo renovation and workflow improvement. The Specimen Receiving Department is constantly evaluating the most efficient and cost-effective methods for staffing and production so specimens can arrive in the labs in a timely manner.

These improvements have called for outside-the-box thinking. Some of the ideas have worked, and some have not. But the principle remains the same: In order to survive we must be willing to change.

ARUP has demonstrated a commitment to staying ahead of the curve. The lab industry may not look the same in 20 years, but I believe we will continue to be a crucial part of healthcare for many years to come.

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Interested in rejoining ARUP?

See our up-to-date postings by visiting [www.aruplab.com/careers](http://www.aruplab.com/careers).  
Email: [HR@aruplab.com](mailto:HR@aruplab.com),  
or call us at  
(800) 242-2787, ext. 2813.

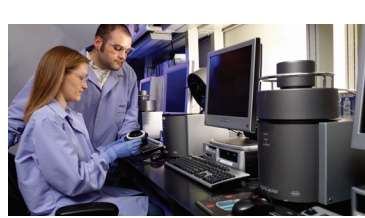
## Congratulations, Dr. Weiss

The College of American Pathologists (CAP) honored 10 pathologists with a Lifetime Achievement Award for their contributions to pathology and patient care. ARUP's former president and COO, Ronald L. Weiss, MD, MBA, was one of those honored.

Since 1984, Dr. Weiss has been an active member of CAP in the House of Delegates as the Utah representative. He has been a member of the Laboratory Fiscal Management and the Economic Affairs committees, is currently active in many of the CAP's transformation work groups, and serves as the state issues advisor for Utah.

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## Leaning the Laboratory: Cell-Isolation Project

One-piece flow, the notion that work done in batches is less efficient than work done one piece at a time, is one of the fundamental principles of Lean. But does this principal hold true in the medical laboratory?

The Cellular and Innate Immunology Group at ARUP recently worked with the ARUP Industrial Engineering Team to improve the process for cell isolation as a start to making the entire testing process for lymphocyte antigen and mitogen proliferation more efficient.

The capacity for the new process is a staggering 50 samples per day. The number of employees required to do the cell-isolation step has been cut in half, and the wait time (time a sample sits open) has been reduced by 85 percent. Results for half the samples can be turned out one day earlier with the new process.

The new process required no capital outlay, and the changes were implemented immediately.

The cell-isolation project was such a success that the section is now engaged in Leaning the entire testing process.

Read the entire white paper on the ARUP website by clicking on Testing Information, Quality and Compliance, White Papers.

## Dr. Layfield Honored with 2011 ASCP Ward Burdick Award

Congratulations to Lester J. Layfield, MD, winner of the 2011 ASCP Ward Burdick Award for Distinguished Service to Pathology. This prestigious award honors an ASCP member who has made a significant contribution to pathology through sustained service to the profession and ASCP.

Past ARUP recipients include:

2001—Carl R. Kjeldsberg, MD

2004— Joseph A. Knight, MD

2006—John M. Madsen, MD

2007—Ronald L. Weiss, MD, MBA

*save the Date!*  
**25th Annual Park City  
Combined Pathology Update**

**Jan 30–Feb 3, 2012**

The Canyons Resort  
Park City, Utah

[www.arup.utah.edu/parkcityupdate](http://www.arup.utah.edu/parkcityupdate)

ARUP *Today*

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