25 Years and Still Growing
ARUP continues to expand, offering its employees many opportunities for advancement and personal growth.

ARUP’s Unique Model of Success
Dr. Carl Kjeldsberg, ARUP chairman and CEO, shares his thoughts on ARUP’s ongoing success in a competitive field.

ARUP Today, April 2009, Group Spotlight: Chemistry Division.
25 Years and Still Growing

ARUP began with fewer than 100 employees, 14 testing laboratories, and eight faculty members. Currently, we have more than 2,500 employees, 46 testing laboratories, and 85 faculty members. We process between 25,000–30,000 specimens daily, and our test menu contains over 2,000 tests and test combination. Sixty percent of university hospitals in the United States send their samples to ARUP, and 98 percent of our business is now external to the University of Utah.

These statistics speak to ARUP’s positive culture and continual growth. No wonder that ARUP’s company turnover is at an all-time low. In these tough times, employees seek stability and security, both of which are the cornerstone of ARUP’s unique business model. While the health care industry is typically strong, it is far from bullet-proof, but ARUP’s distinct business philosophy, which combines savvy innovation with a conservative financial approach, positions ARUP to serve not only our employees but also our clients and, ultimately, our patients.

Several years ago, ARUP’s executives realized that in order to meet the demands of ARUP’s steady double-digit growth the company would need space to expand. ARUP had originally planned on leasing another building in the University of Utah Research Park area, but ARUP’s CFO, Andy Theurer, realized that purchasing a building was more economical and, in the long term, made more sense financially. A new administrative building, located at 560 Arapeen, was purchased in the fall of 2008, and in January 2009, in order to free up prime lab space at the main facility, the Business Development Department moved to the new building.

As more lab space is needed, other administrative ARUP employees will move to 560 Arapeen, beginning with the next phase, scheduled for spring of 2009, which will include the relocation of ARUP executives, Quality and Compliance, and Strategic Services. ARUP has plans to build ARUP 5, another building housing lab space, at the main facility in 2011, followed by a new administrative building in the Black Hawk area, scheduled to be built in 2016. Construction of a new parking lot off Komas Drive will also begin this spring.

Albert Einstein said, “All that is valuable in human society depends upon the opportunity for development accorded the individual.” ARUP offers its employees many opportunities for advancement, development, and personal growth. Celebrating ARUP’s 25th anniversary this summer, ARUP employees know the future will be as rewarding and successful as ARUP’s extraordinary past.
ARUP’s Unique Model of Success

BY CARL KJELDSBERG, CHAIRMAN AND CEO

I have been asked many times why ARUP Laboratories is so successful and what makes us unique. I would like to share some of my thoughts with you.

ARUP Laboratories is owned by the University of Utah. This hybrid of academic medicine and business enterprise is a unique model in the reference-laboratory industry, and has fostered strong synergy. The university faculty and staff receive research, educational, and salary support from ARUP, while ARUP benefits from new test developments and improvements, and from the professional visibility and academic credibility when these projects are published in peer-reviewed literature. Our relationship with the university is an important differentiator in our field.

ARUP Laboratories has more than 70 medical directors and over 80 research scientists who are constantly searching for new test technologies. This high faculty ratio distinguishes us from other laboratories, providing great depth and expertise essential for our continued success.

ARUP supports clients who send us blood and tissue specimens by sharing our expertise and experience in laboratory medicine. We endeavor to strengthen our clients' effectiveness in the local/provincial region of health care, bringing high-quality care as close to the patient as possible.

With recently developed tools like ATOP® and ARUP Consult®, ARUP has become one of the leaders in helping reduce the cost of health care through more effective utilization of clinical laboratory testing. We are focused on doing what is best for the patient rather than what is best for the bottom line.

This year ARUP Laboratories will celebrate its 25th anniversary. Many of the members involved have been with us since our inception. This stability has been integral to our success as we obtain new clients around the country.

We have tremendous diversity in our test menu, offering over 2,000 tests and test combinations and providing medical laboratory testing services for clients throughout the United States, including university teaching hospitals and children’s hospitals, regional hospital networks, major commercial laboratories and clinics, group-purchasing organizations, and medical and government facilities. Our diverse client mix differentiates us from other esoteric laboratories, university laboratories, large medical center laboratories, and local and regional laboratories.

Finally, and perhaps most importantly, we are focused on people. If an organization takes care of its team members, the team members will take care of the organization.

The Chemistry Division

ARUP’s Chemistry Division performs a wide range of qualitative and quantitative analyses on various body fluids, including blood and urine, as well as pleural, intestinal, and spinal fluid. Other bodily materials, such as tissue, meconium, feces, and calculi, are also tested.

The laboratories comprising this division are defined by either discipline or technology used: High-throughput, automated technologies are heavily used in the Automated Core and Automated Endocrinology laboratories. This is in contrast to the Trace Elements and Calculi Laboratory, which houses both the high-throughput technology of ICP-MS and a lower-throughput, highly subjective FT-IR technique of calculi analysis.

The Chemistry Division is a rapidly growing, ever-evolving area of ARUP. Testing includes various complex, esoteric, and manually performed methodologies, as well as a large variety of automated testing platforms. Many of our labs are busy processing samples 24/7, thus creating opportunities for team members to work shifts that best fit their personal needs. A generous pay differential is included for evening and night shifts at all levels, with an increase in differential at the laboratory-technologist level.

The division comprises approximately 200 employees, most of whom work exclusively in the clinical lab. Positions range from entry-level technicians to laboratory technologists who hold higher administrative and technical positions. Many opportunities for advancement exist, and technologists can attain lead technologist and technical supervisor positions. MT specialist positions, including instrument specialist and technical specialist, were recently implemented within each laboratory section, providing further opportunity for advancement within a preferred area of expertise.

The supporting staff members of the Chemistry Division have grown apace with current growth patterns, and the division includes a division manager, two group managers, seven medical directors, two quality specialists, an education coordinator, an IT analyst, three document-control specialists, and an administrative specialist. To complete this skilled and dedicated team of health professionals, the R & D team has also grown to better support validating and integrating new technologies.

The Chemistry Division has also placed a stronger focus on employee development and mentoring for those who desire to climb a well-defined career ladder. The division is working to streamline educational opportunities and provide them in a variety of mediums, including online presentations, to make them more accessible to all shifts and situations. Employees receive extraordinary support in fulfilling their continuing-education and mandatory-training requirements. A motivated and skilled laboratory technologist has the education and certification required for any of the higher-level positions within the Chemistry Division and throughout ARUP.

Currently, the Chemistry Division is comprised of the following two groups:

CHEMISTRY GROUP I

Analytic Biochemistry—This technical section uses primarily high-performance liquid chromatography (HPLC) combined with various detection systems, including electrochemical, UV, and fluorometric.

Clinical Toxicology—This technical section uses HPLC, EMIT, FPIA, thin-layer chromatography, and, most recently, LC-MS/MS detection systems.

Mass Spectrometry—This technical section primarily uses mass-selective detection systems, including GC/MS and LC-MS/MS; screening technologies include EMIT and ELISA.

Clinical Drug of Abuse Testing—This technical section utilizes mass-selective detection systems, including GC/MS and LC-MS/MS; screening technologies include EMIT and ELISA.

Trace Elements and Calculi—This technical section uses inductively coupled plasma mass spectrometry (ICP-MS) for elemental analysis and Fourier transform infrared spectroscopy (FT-IR) for calculi analysis.

CHEMISTRY GROUP II

Automated Core Lab—Utilizing primarily high-throughput automated analyzers, the Automated Core Lab currently performs ~22 percent of all testing performed at the central facility. Test selection is focused on assays requiring no manual manipulation.

Automated Endocrinology—This technical section uses high-throughput automated analyzers. Test selection is focused on assays not fitting into the Automated Core Lab and may require limited manual manipulation prior to analysis.

Manual Endocrinology—This technical section uses radioimmunoassay (RIA) & ELISA methodologies. This testing is generally manual, although recent utilization of the Tecan automated pipettors has been successful.

Electrophoresis Manual Endoclinic Lab—This technical section uses primarily electrophoretic, RIA, & ELISA methodologies. Recent use of the Tecan automated pipetting systems has been successful.

Special Chemistry—This technical section uses an eclectic mix of testing methodologies, including spectroscopy, HPLC, ELISA, and homebrewed esoteric testing.

Interested in joining ARUP?

See our up-to-date postings by visiting www.aruplab.com/careers.

Email: HR@aruplab.com, or call us at (800) 242-2787, ext. 2813.

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