



RETURN TO i-STAT

THE PIEDMONT HEALTH SYSTEM TRANSITIONS BACK TO A TRUSTED DEVICE—AND TRUE PARTNERSHIP

PIEDMONT HEALTH SYSTEM

LOCATION

Georgia

NUMBER OF HOSPITALS

22

FLAGSHIP

**Piedmont Atlanta Hospital,
643-bed acute care facility**

NUMBER OF EMPLOYEES

37,000+

NUMBER OF PATIENTS

3.4 million

NUMBER OF LOCATIONS

**1,400, covering 80 percent
of Georgia's population**

COMMUNITY BENEFIT

**\$1.4 billion over the
last five years**

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Switching to a new point-of-care analyzer for respiratory care is never easy for clinical end users. When the new Point-of-care platform fails to perform as expected, those end users will speak out.

THE PROBLEM

In April 2020, following discussions with the US Food and Drug Administration, Abbott asked customers to discontinue use of its i-STAT Blue Chem8+ and CG4+ cartridges. “It was a shock,” said Lauranne Scates, BS, RRT, PDE-C, Director of Respiratory Care Services and Sleep Services at Piedmont Atlanta Hospital.¹

“In a very short timeframe, we had to decide whether there was a path forward with i-STAT or whether we needed to pivot to another vendor.”

Abbott's Point of Care team was concerned, given Piedmont's high-test volume, about maintaining the supply of the alternate i-STAT cartridges. They advised Piedmont to make a switch to a different vendor's system.



A FALSE START

The field action was resolved within a couple of months, yet by that time Piedmont had invested in another vendor's system. "At face value, the other solution looks like it's pretty similar to i-STAT in terms of its functionality and the handheld aspect," Scates said. Having a handheld device was a key criterion for Piedmont. "We couldn't imagine going back to a benchtop or wheeled device because of the workflow disruption it would cause."

Although the new device had similar specifications to i-STAT, the differences quickly became apparent for frontline users and in the lab. According to Laurie Noltimier, Point of Care Coordinator at Piedmont Newnan Hospital, working with the new system during the COVID-19 pandemic was a disaster on top of a disaster.²

END USERS SAID THE NEW DEVICE HAMPERED THEIR CLINICAL WORK IN THREE SIGNIFICANT WAYS:

- 1 CARTRIDGE FAILURE RATE**
was unacceptably high (>10%)²
- 2 TIME TO RESULTS**
was too long (3 minutes just for validation)²
- 3 NO BATTERY BACKUP**
in case of power outages

Attempts to resolve the issues were unsuccessful. "We did our due diligence trying to work through the problems we were facing with the new vendor, and we met resistance at every turn."

RETURN TO i-STAT

Across Piedmont, end users and lab leaders had had enough. “As soon as I heard that the i-STAT cartridge issue was resolved, I went back to the lab directors and said, ‘we need to find a pathway back,’” Scates said.

Piedmont’s long history with Abbott Point of Care, and the clinical team’s confidence in the i-STAT device’s proven quality, eventually convinced lab leadership to support the switch back. “I don’t think they had to convince us very hard,” Noltimier said.

“At the end of the day, it’s clear to everyone who uses the device that i-STAT is superior to the alternative,” Scates said. “The rest was just a matter of working out the contracts – and it couldn’t happen fast enough for us.”

THE ADVANTAGES OF i-STAT STANDARDIZATION



EASY SOFTWARE CUSTOMIZATION

i-STAT fits the health system’s needs, rather than the health system molding its workflow to the device



HANDHELD SINGLE- PIECE DEVICE

offering high durability even in a high-acuity, high-volume environment



LONG BATTERY LIFE AND EMERGENCY BATTERY BACKUP

means more cord-free time, supporting optimal workflows



LOW CARTRIDGE FAILURE RATE

resulting in fewer repeat tests and quicker results



INTUITIVE DATA MANAGEMENT

system supports lab workflows



COMPREHENSIVE TRAINING AND SUPPORT

leading to a smooth go-live

“It’s more than the device – it’s the people in the company. Abbott is a company that is listening to its customers and is making positive changes to its products over time. That’s part of the reason why, even after decades, i-STAT is still state of the art.”

– Lauranne Scates, BS, RRT, PDE-C, Director of Respiratory Care Services and Sleep Services, Piedmont Atlanta Hospital



THE RESULT

In 2023, Piedmont began to switch back to i-STAT across several of its locations, including Piedmont Atlanta Hospital. The go-live process went smoothly with i-STAT, and Abbott's in-person training, reaching more than 400 users over 56 sessions, ensured everyone could use i-STAT with ease. "[The go-live and training process] was amazing, and the other hospitals are chomping at the bit to go live," Scates said.

Other Vendor's System
Wasted cartridge rate:²

10%

i-STAT
Wasted cartridge rate:²

**LESS
THAN 5%**

Other Vendor's System:
**3-MINUTE DELAY
TO WARM UP²**

i-STAT:
NO DELAY

Eliminating the three-minute warmup delay the other system required was a game changer in the critical care and emergency departments.

A single testing platform that also provided a cartridge for activated clotting time (ACT) streamlined training and system maintenance requirements, as well as delivering consistent clinical results. Piedmont's point-of-care teams have also benefited from the efficiency, simplicity, ease of use, and financial savings i-STAT's single interface makes possible.

The go-live was a nonevent, according to Noltimier. Now, from the end users on the frontline to the data management team in the lab, "everyone is happy. It's kind of back to normal for us," Noltimier said. "It's just so much easier."

The end users on the hospital floors are benefiting from standardation with a tool that is durable, accurate, and consistent. Most importantly, patients are receiving the best possible care, thanks to i-STAT's reliability – and the Piedmont team's passion for high quality clinical care. Patient care is further enhanced by the superior product, service, and support they enjoy from Abbott Point of Care.

**TO LEARN MORE ABOUT
SWITCHING TO i-STAT, VISIT:**
globalpointofcare.abbott



REFERENCES

1. Lauranne Scates. Interview. Conducted August 8, 2023.
2. Laurie Noltimier. Interview. Conducted September 14, 2023.

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