ECL² QUALITY SOLUTIONS

ORGANIZATION:

University of Illinois Veterinary Diagnostic Lab

INDUSTRY:

Veterinary Diagnostic Lab

Background:

The University of Illinois Veterinary Diagnostic Laboratory (VDL) provides diagnostic medical testing to assist veterinarians and public officials in identifying and controlling disease conditions affecting animals' industries, and public health. The laboratory also provides collaborative research support on Campus and assists training of veterinary and graduate students. The VDL tests for infectious agents, toxins and other causes of disease in animal diagnostic samples submitted by i) veterinary practitioners serving animal owners, ii) public officials associated with public health, law, or wildlife management, and iii) scientists with collaborative research projects.

Regulated by: AAVLD

The Challenge:

"We were spending a large amount of time on paperwork; making sure all the binders were up to date, that the table of contents were current and maintaining numerous SOP manuals," states Laboratory Director Dr. Rick Fredrickson. "It was a full-time job for someone that should have been overseeing the quality assurance program and not taking care of a daily paper shuffling job. It was very frustrating. We needed to find something that was more efficient, could maintain and monitor many aspects of our quality program and was adaptable. We were looking for something that could be a central repository for all quality aspects, including equipment management and maintenance logs." In addition, Dr. Fredrickson wanted to identify a way to develop and maintain better personnel records and data, including training records and annual reviews.

Why ECL2 and Q-Pulse?

Several reasons led Dr. Fredrickson to choose Q-Pulse through ECL2. "We really liked Q-Pulse for a multitude of reasons including all the assistance we knew we were going to get with implementation and that ECL2 had already worked with other Veterinary Diagnostic Labs - several of our peers had already purchased the product". It was very important to them that the system be customizable, adaptable, user friendly and diversified.

Solution #1: Implementing Q-Pulse

The University of Illinois VDL implemented Q-Pulse, utilizing ECL2's expertise in the system as well as their knowledge of the VDL industry. Dr. Fredrickson felt this was vital to their success. "There is no way that we could have implemented Q-Pulse effectively without having ECL2 here to get us from step one to where we are today. No way possible. ECL2 being here and the subsequent follow up visits were critical to getting us moving in the direction we wanted to go. They listened, asked questions, provided ideas and worked with our team to create components in Q-Pulse that were customized to our needs."

Q-Pulse®

Quality Assurance Manager Kirstin Dohrer joined the U of I team in early 2017 and she has found Q-Pulse to be incredibly user-friendly. She did not have any previous QMS electronic training, and yet was able to get up and running on Q-Pulse very quickly. "There is an intuitive feeling about Q-Pulse and it allows me to be creative in coming up with ways to leverage the system and optimize its capabilities."

Kirstin continued, "With the increased efficiency and the ability to utilize my time for other key components in the VDL, I can be more proactive in identifying opportunities for improvement. Q-Pulse as a timesaver is a godsend. However, it's not just about the time-saving, it is also about the accountability. Q-Pulse allows QA managers to push out accountability to the people that are directly involved in the issues. That in turn helps them take more ownership in the quality system at their section and bench level. They feel more invested in our process because they're responsible for elements of it and they understand how their part fits into the bigger picture."

Solution #2: ECL2's Quality Support Program (QSP)

U of I VDL also utilizes ECL2's Quality Support Program (QSP); on-site visits to help further enhance the VDL's success in not only Q-Pulse but their entire quality management system. "Having ECL2 on site on a regular basis, is so important," states Kirstin, "With all their experience in Veterinary Diagnostic Lab's, ECL2's QSP Program is a great resource for providing solutions to problems that we encounter as we continue to develop and implement the system".

Dr. Fredrickson acknowledges that much of their success has been due to their partnership with ECL2, and the responsive and personalized service. "At the end of the day, it's all about the personality of the ECL2 staff. We could have somebody come in with an extensive IT background that gives us the cookie-cutter canned approach and then leaves us to figure out the rest. Or we can have consultants that listen, give opinions, work personally with us at our current level and show us ways to increase our expertise to move our organizational goals forward. So, at the end of the day, everybody's happy and satisfied, they go home with a smile on their face and that's the experience we have had with ECL2."

"It's really the personal aspect that is extremely important in our relationship with the ECL2 team."

For more information on Q-Pulse please visit our website at www.ECL2.com or contact us directly at 469.828.5006 or by email at inquiries@ECL2.com.