WELCOME!
WE’RE GLAD YOU’RE HERE!
GROWING THE WAM BASE
EXPANDING BY SITES – YEAR TO DATE

1,085 Labs Use WAM!
YOUR WAM COMMUNITY

% OF WAM SITES BY TYPE

- **58% IHN**
- **17% Hospitals**
- **10% Universities**
- **10% Veteran Hospitals**
- **6% Community Hospitals**
- **1% Regional Health Organizations**
LIS - BY TYPE

% OF WAM SITES BY LIS TYPE

- 37% Other
- 18% Sunquest
- 16% Cerner
- 10% Soft CC
- 10% Meditech
- 4% McKesson
- 4% Epic/Epic Beaker
- 1% GE LIS
WAM V5.X

40 Live Sites…
17 In process!
The Customer Connection - 2015

Smarter by Design! Connecting You!
THE SYSMEX DIFFERENCE

One system Across the enterprise

Connect you and network of sites

Help manage your lab

All data in one screen

Connecting your Lab
WAM: SMARTER BY DESIGN

“We are proud of our accomplishment with this project. The more we use WAM the more powerful we realize the software is. We are completely paperless in hematology which enables us to align perfectly with our upcoming Epic system.”

Betty Reeves
Laboratory Manager
Texas Children’s Cancer Center

Increase auto-validation  Decrease smear reviews  Go Paperless  Measure your lab’s efficiency
‘AMAZING’ WAM TRAINING STATS BY PARTICIPANT

WAM v4.1 e-Learning Courses = 8,063
Since 2011

WAM v5.0 e-Learning Courses = 5,049
Since 2013

WAM v4/v5 VILT = 511
Since 2013

WAM v5 Rule Management = 11
** New July 2015**

Reaching more users!!
E-Learning & VILT
v5.0 Rules Management – available now!

---------------------------
WAM Tech Tidbits
WAM Resource Center
www.sysmex.com
YOUR RESOURCE CENTER

WAM™ USER RESOURCE CENTER

BOOKMARK THIS LINK:
www.wam.sysmex.com

CONNECT WITH SYMEX,
ACCESS TECHNICAL INFORMATION AND
LEARN WHAT’S HAPPENING WITH WAM!

All Things WAM!

Tidbits - Coming soon!

- Duplicate Sample ID/De-linking logic

- How to prepare for a CAP inspection for WAM
STS-SYSMEX TESTING PROGRAM

• Standard dry testing solution
• Streamlines testing process
• Better documentation

The testing at Sierra Providence went very well, no issues. Good feedback from the CAS, as well. It allowed us to Dry test, while we were cleaning up the LIS issues, so it allowed us to save the timeline.

Thank you!

Natalya Devaux
Sysmex Project Manager
STS-WAM ANNUAL RULE TESTING PROGRAM

- Partnership program with STS
- Extends current Sysmex program
- On-going benefit to customer
WAM V5.X IMPROVEMENTS

Functionality Improvements:
- Validation screen improvements:
  - Resend to LIS
  - Switch to Query Order
- Improved free text entry in Morph screen

Coming 2016:
- Modify Results after validation
- Rerun screen improvements
- Saving preferences for all report queries
Coming soon in 2016! More Customer Programs

Smarter by Design! Connecting You!
PATCH MANAGEMENT PROGRAM

Simplify the patch management process:

1. Access schedule on CRC
2. Schedule on calendar
3. Sysmex associate will install the patch in TEST area
4. Download test plan & test
5. Upload testing plan data to Sysmex
6. Sysmex moves patch to PRODUCTION
MANAGEMENT REPORT TRAINING OPPORTUNITIES

☑ WAM v4.1/v4.1.1 & v5.x Management Reports e-Learning
☑ When: February 2016
HOW ‘TO’ QUICK VIDEOS

- Short support videos
- Top call in subjects
- Access on CRC or WAM Resource Center

Topics:
1. Re-set/manage passwords
2. Unlock records
3. Restart interfaces
4. Track specimens in audit trail

‘Create more customer independence’
CPR PROGRAM – USING MANAGEMENT REPORTS - EASY

- **Self report** using WAM Count Report
- Export to Excel
- Email to Sysmex

Search Criteria
Many different choices!

Data Types:
Counts – LIS, Reflex, Rerun, Manual
Ratios – Manual & Auto Validation Rate
MY SYSMEX AND WAM INTEGRATION

My Sysmex: *On demand* WAM Information:

- Management Report data – Count & TAT
- WAM “How to’ videos
- WAM Technical TIdbits

© 2015 Sysmex America, Inc. All rights reserved.
USER GROUP ADVISORY BOARD

- Create a user group organization
- Incorporate customer input into the planning process
WAM Bench Marketing

WAM Auto-Validation Rates
AUTO-VALIDATION RATE (AVR) SURVEY

- **Purpose:** *Bench mark hematology AVR rate for the WAM Community!*

- Benchmark by:
  - CBCs & ADIFFs
  - By Facility Type
  - By Patient Mix
  - Include smear and rerun rate

- Respondents = **59 sites**

*Results will be posted on the WAM Resource Center*
- Used for anecdotal purposes only.
AUTO-VALIDATION SURVEY RESULTS

59 Respondents (34% Response Rate)*

*Due to response rate, results are not statistically significant and should be used for anecdotal purposes only.
OVERALL RESULTS OF SURVEY

AVR CBC + ADIFF (%)

Mean: 84.2%

Smear Rate (%)

Mean: 16%

Re-Run Rate (%)

Mean: 7%

*Note: Due to response rate, results are not statistically significant and should be used for anecdotal purposes only.
## AVR RATE – BY FACILITY TYPE

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>AVR CBC+ADIFF</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reference Laboratory</td>
<td>92.5</td>
</tr>
<tr>
<td>Community &amp; Cardiac</td>
<td>92.0</td>
</tr>
<tr>
<td>Community &amp; Pediatric</td>
<td>91.5</td>
</tr>
<tr>
<td>Acute Hospital And Reference Lab</td>
<td>90.5</td>
</tr>
<tr>
<td>Community Hospital</td>
<td>89.3</td>
</tr>
<tr>
<td>Community Hospital &amp; Cancer Facility</td>
<td>88.0</td>
</tr>
<tr>
<td>Acute Hospital</td>
<td>87.7</td>
</tr>
<tr>
<td>Academic Institution</td>
<td>86.6</td>
</tr>
<tr>
<td>(Blank)</td>
<td>83.0</td>
</tr>
<tr>
<td>VA</td>
<td>79.7</td>
</tr>
<tr>
<td>Pediatric</td>
<td>79.0</td>
</tr>
<tr>
<td>Community Hospital w/ Cancer, Ped's &amp; NICU</td>
<td>77.8</td>
</tr>
<tr>
<td>Cancer Facility</td>
<td>75.0</td>
</tr>
<tr>
<td>University Hospital</td>
<td>74.0</td>
</tr>
<tr>
<td>Tertiary, Peds, Cancer</td>
<td>70.0</td>
</tr>
</tbody>
</table>

**Overall Mean**

84.2%

**Note:** "Due to response rate, results are not statistically significant and should be used for anecdotal purposes only."
### SMEAR RATE BY FACILITY TYPE

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Smear Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>VA</td>
<td>5.0</td>
</tr>
<tr>
<td>Reference Laboratory</td>
<td>7.7</td>
</tr>
<tr>
<td>Community &amp; Cardiac</td>
<td>8.0</td>
</tr>
<tr>
<td>Community &amp; Pediatric</td>
<td>8.5</td>
</tr>
<tr>
<td>Cancer Facility</td>
<td>11.0</td>
</tr>
<tr>
<td>Community Hospital</td>
<td>11.2</td>
</tr>
<tr>
<td>Community Hospital &amp; Cancer Facility</td>
<td>12.0</td>
</tr>
<tr>
<td>Academic Institution</td>
<td>13.2</td>
</tr>
<tr>
<td>Acute Hospital And Reference Lab</td>
<td>13.5</td>
</tr>
<tr>
<td>(Blank)</td>
<td>15.2</td>
</tr>
<tr>
<td>Acute Hospital</td>
<td>15.3</td>
</tr>
<tr>
<td>University Hospital</td>
<td>17.4</td>
</tr>
<tr>
<td>Community Hospital w/ Cancer, Ped's &amp; NICU</td>
<td>18.6</td>
</tr>
<tr>
<td>Tertiary, Peds, Cancer</td>
<td>30.0</td>
</tr>
<tr>
<td>Pediatric</td>
<td>47.0</td>
</tr>
</tbody>
</table>

**Overall Mean** 16.1

*Note: Due to response rate, results are not statistically significant and should be used for anecdotal purposes only.*
## RERUN RATE BY FACILITY TYPE

<table>
<thead>
<tr>
<th>Facility Type</th>
<th>Average Rerun Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Community Hospital &amp; Cancer Facility</td>
<td>2.0</td>
</tr>
<tr>
<td>Reference Laboratory</td>
<td>2.3</td>
</tr>
<tr>
<td>Acute Hospital</td>
<td>3.2</td>
</tr>
<tr>
<td>Acute Hospital And Reference Lab</td>
<td>3.5</td>
</tr>
<tr>
<td>Academic Institution</td>
<td>4.9</td>
</tr>
<tr>
<td>University Hospital</td>
<td>5.5</td>
</tr>
<tr>
<td>Community &amp; Cardiac</td>
<td>6.0</td>
</tr>
<tr>
<td>Pediatric</td>
<td>7.0</td>
</tr>
<tr>
<td>Tertiary, Peds, Cancer</td>
<td>7.0</td>
</tr>
<tr>
<td>(Blank)</td>
<td>7.0</td>
</tr>
<tr>
<td>Community &amp; Pediatric</td>
<td>8.0</td>
</tr>
<tr>
<td>Community Hospital w/ Cancer, Ped's &amp; NICU</td>
<td>8.0</td>
</tr>
<tr>
<td>VA</td>
<td>8.7</td>
</tr>
<tr>
<td>Community Hospital</td>
<td>9.1</td>
</tr>
<tr>
<td>Cancer Facility</td>
<td>13.8</td>
</tr>
</tbody>
</table>

**Overall Mean** 6.9

*Note: Due to response rate, results are not statistically significant and should be used for anecdotal purposes only.*
MONITOR YOUR AV RATE

Professional Report Export and Graphs!

Search Criteria Many different choices!

Ratios – Manual & Auto Validation Rate
RULE THE LAB….

Auto-validation Rate benefits:
- Optimizes turnaround time
- Indicate quality of rule set
- Improves quality of care through standardization

WAM Benchmark data:
- Compare against facility type & patient mix
- Use WAM Management reports to monitor and optimize
- Establish your rate for your workflow and organization

2016 Survey – Goal is to provide you statistical relevant data!..Need 100 respondents!
WAM User Group Meeting - 2015
USER GROUP HIGHLIGHTS

Guest Speaker

Executive Vice President
American Society for Clinical Laboratory Science (ASCLS)

Sysmex Product Demonstration Sessions
- WAM
- STS Testing Solutions
- My Sysmex
- CellaVision Software
- XN-1000

Technical Sessions
- Cell Imaging
- Troubleshooting 101
- Slide Mania
- Specimen Tracking
HAVE FUN!

Let’s Get Connected!