Innovation Marches on with NEO Iris™ at the Hospital of the University of Pennsylvania

The Hospital of the University of Pennsylvania Experience

Located in Philadelphia, the Hospital of the University of Pennsylvania (HUP) transfuses over 65,000 units of blood and blood components annually. Clinical services include blood bank and transfusion service, an Immunohematology Reference Lab (IRL), an apheresis/infusion unit, and a stem cell unit. The IRL is tasked with performing complex testing and antibody identification techniques, while patient samples are processed and tested by the blood bank. HUP’s demanding workload requires the most efficient equipment to meet their needs and maximize workflow; to ultimately provide the best care to their patients. HUP recently replaced two NEO® instruments with two NEO Iris™ analyzers. They also recently implemented an Echo Lumena® analyzer.

Essential Factors for Selecting the NEO Iris™

• **Trusting the Technology** – HUP’s staff is well versed in the various blood bank test methodologies available, including manual tube, solid phase, and gel. For primary testing, they require a technology that’s highly sensitive and specific to IgG antibodies. Capture® solid phase leads the way as their primary and most trusted test method. Historically, gel methodology was HUP’s first line of defense for all STAT testing. After several instances of antibodies that were not detected by gel but accurately detected and identified by Capture particularly Anti-Jka and Anti-Jkb antibodies, they knew a change was necessary. Having experienced first-hand the high sensitivity with Capture solid phase technology, HUP selected Capture as the primary technology for all STAT and routine blood bank testing.

• **Maximum Throughput** – Transitioning STAT type & screen testing from gel to Capture required an analyzer that could handle high volume testing, for both routine and STAT samples. HUP must meet very tight turnaround time demands to ensure test results and blood components are released on time and waste is minimized. With the highest type & screen throughput on the market and true continuous access loading using linear racks, the NEO® was the only analyzer that could meet their needs. Blood Bank Technical Supervisor, Raeann Thomas, states, “The efficiency and reliability of the NEO made it possible for us to automate all type & screen samples on the NEO. With updated hardware and software features on the NEO Iris, making NEO even better, upgrading was an easy decision”. Similar to the NEO, the NEO Iris provides true continuous access using linear rack loading and maintains the highest type & screen throughput available on the market.

• **Cutting-Edge Innovations** – It is important to HUP that they stay current with the latest innovations in blood bank automation. After experiencing the clear images and reliable reactivity grading on Echo Lumena, HUP was eager to install the new NEO Iris! Staff at HUP is most excited about the updated reader module on the NEO Iris, which includes a new industrial grade camera and enhanced assay algorithms. Image clarity and reactivity grading are dramatically improved; achieving optimal specificity while maintaining high sensitivity. “With such a high patient volume and population we serve, it’s a significantly positive impact when the instrument can call negative results without tech intervention. This saves us time, resources, money, and reagents”, Raeann explains.

• **Service & Support** – Ensuring blood bank operations are continuously running smoothly is a top priority at HUP. This means attentive service and support for their analyzers is critical and a key factor in selecting automation. When asked for feedback on Immucor’s service and support, HUP’s response was, “Immucor has absolutely met our expectations! The service and support they’ve provided over the years and continue to provide are exceptional; often going above and beyond. With NEO Iris implementation, Immucor’s team took great measures to ensure we received the support we needed and worked closely with us to overcome any potential obstacles we encountered”.

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This Customer Spotlight was written in collaboration between Immucor and the Hospital of the University of Pennsylvania