

Strategic Collaboration at work

From outreach to joint venture at UPMC

Situation

UPMC is a world-renowned academic medical center, healthcare provider, and insurer based in Pittsburgh, Pennsylvania. Operating more than 25 academic, community, and specialty hospitals, they are one of the region's largest employers. Our collaboration has deep roots and was established more than 20 years ago.



Challenges

UPMC had a number of challenges, including how to optimize reimbursement to cover costs, how to operate efficiently, and how to provide greater access to lab services for physicians in the market. In addition, they were seeking to enhance electronic reporting of test results, improve laboratory efficiency and service, and optimize clinical pathology laboratory capacity in the region.



Solution

Quest Diagnostics and UPMC combined their outreach business in the region, which capitalized on Quest's infrastructure advantage and patient service centers. More recently, UPMC connected their research discovery capabilities with Quest's national reach and technical and clinical development capabilities to expand the test menu offering to meet the evolving needs of the patient population.

Results

This collaboration yields tangible benefits across all three aspects of UPMC's mission. The additional access to testing in the region has improved patient care. Access to academic-based biomedical research accelerates the development of advanced diagnostics. In addition, residency rotations include education and training at Quest labs, and Quest's scientists have adjunct positions at UPMC. Both brands are seen as pillars in the community.



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