

Streamlining Success: How Spartan Labs Accelerated Turnaround Times with Translational Software

Spartan Labs: Building Patient Trust and Innovating Care

To the team at Spartan Laboratories in Boca Raton, Florida, it is more than just lab results. Spartan Labs was founded in January 2020 with one clear purpose: building trust and providing patients with innovative, personalized care. Their passion for delivering world class service fuels each part of their business and ensures that patient care is their top priority. Their motto: *behind every sample is a person.*

Spartan is painfully aware of the reputation of larger testing labs as impersonal, slow, and frustrating, and the team is determined to avoid that reputation. With fast turnaround times and superior customer service, Spartan Labs is quickly gaining ground and displacing the outdated, behemoth corporations that slow down crucial care. They knew other smaller labs had recently faced bad publicity and legal problems for pushing inappropriate tests on patients, so they have gone above and beyond to rebuild patient and provider trust with a lawyer on staff, regular audits and checks, and business growth through offering greater patient and provider value, not gimmicks.



Above: Equipment at Spartan Labs

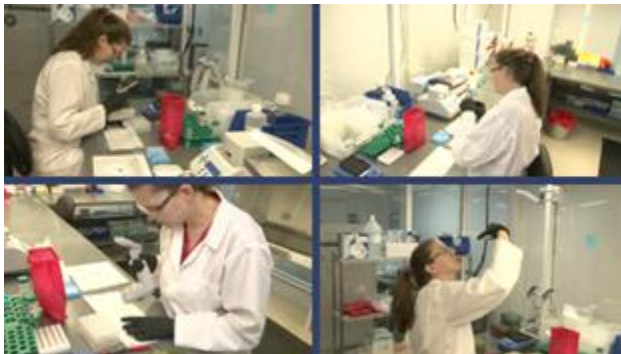
The Challenge: Broadening Offerings for Doctors

Spartan Lab leadership knew that to grow, they needed to offer providers more testing choices to compete with the large full-service lab corporations. Being a full-service lab is a challenging process that requires a diversity of expertise but ultimately would make a lab more desirable to physicians and ordering providers – whose preference is sending all their testing to a single, trusted, expert lab.

While evaluating new service offerings, Spartan Labs leadership noticed PGx testing and was excited by its possibilities. They realized its incredible potential to improve patient care and enable clinicians to practice personalized medicine. The immediate PGx test value is recognized in providers' enhanced ability to write genetically precise prescriptions and manage dosage based on their pharmacogenetic results. For example, specific gene mutations cause some patients to metabolize slowly so that the medication is in their system longer. If physicians prescribe certain medicines at a standard dose, they risk getting into the toxic range. Understanding patients' genetic makeup and how it impacts medication for them, especially the chronically ill on multiple drugs, is crucial for optimizing efficacy of medications and minimizing side effects.

When the lab initially offered PGx testing, they sent samples to a third party to run and interpret the results. They needed to be able to outsource PGx testing quickly with a low initial investment. They were impressed with their report, but once they had a strong business case for offering PGx testing, they knew it was a test they could run in-house.

Because outsourcing had a longer turnaround time than in-house, it impacted Spartan Lab's ability to bill and the timing of its cash flow. As laboratory manager Matt Sosa said, "Changing that turnaround time and getting faster results means I have better cash flow for the company. From a business perspective, it makes sense to go in-house."



Above: A Spartan Laboratories employee hard at work

The Solution: Bringing PGx Testing In-House

Leadership made providing PGx testing in-house their key strategic business move once they made a business case for investing in it. Matt said, "Having PGx testing in-house and having control of it gives us much more ability to sell and expand our business." Beyond that, they could give providers and patients their results even faster, improving their customer experience, providing greater help, and making PGx more relevant to the medication decision making process.

From the start, Matt Sosa knew that Translational Software Inc (TSI) would be key to getting them accurate, clinically valuable, and easy-to-read reports. TSI was the software used by the third party previously running the tests on Spartan's behalf, and Matt was impressed with the

results he got. “When we were using the third party, I loved the reports. I said [to the lab leaders], ‘Look at this report. It’s amazing. It’s great.’ You can test all the genes you want, but actually, the analysis of the data is where Translational provides that extra level of support.”

Translational Software provided crucial support as they went through the validation process to bring the testing in-house. The company’s extensive experience with that specific validation allowed them the expertise Spartan Labs needed to get PGx testing in-house as quickly as possible. The lab started the process in December, was validated in January, and began running its own samples by mid-February.

The Result: Fast Results at a Lower Cost

- **Fast Turnaround.** The time to get results dropped dramatically because the lab no longer depended on a third party to process the samples. Testing went from five to seven days to just 24 hours.
- **Thorough and Easy to Read Reports.** Thanks to TSI, the lab still received the same reports that impressed leadership when they leveraged a third party.
- **Improved Profit Margin.** Having reports sent directly to the lab instead of a third party allows Spartan to lower its costs to run the tests, improving its profit margin.

While a third-party initially made sense for a low initial investment, moving PGx testing in-house resulted in dramatic improvements for the lab and better service for providers and patients. “Our turnaround time went from five to seven days to about 24 hours. In about a 12-hour time span, I can get from sample to result,” said Matt. The fast turnaround means that the lab can over-deliver on its promised timeline, improving the patient and provider experience.

Fast results also mean that the lab can dramatically lower the cost of processing, enhancing their cash flow and bottom line. As Matt said, “Translational reports are leaps and bounds better than anything we could produce. They’re specialized in doing exactly this, so it works out well with our business.” Plus, Translational Software helps facilitate the lab’s fast turnarounds: “I send the data, and I get results in less than 20 minutes. So having the analysis done, the turnaround time, you just can’t beat that.”

Showing providers what the reports look like and how they could impact patient care is a significant selling point for physicians that helps differentiate Spartan’s service. Most physicians in practice for decades may understand conceptually that genetic variations influence the efficacy and safety of medications, but looking at reports makes it real and demonstrates how it is actionable. Matt said, “One of our sales reps had an idea of how to explain to doctors. He had his PGx run. So, when he goes to physicians, he shows them his results and says, ‘It shows right here that I can’t process this. It shows here that I can’t do this.’ So, he can show that if they were treating him, they would know how best to treat him, and they can see that right there. Doctors know the medications, they know the dosages, so seeing things like that is a huge selling point.”

As Matt looks to the future of patient care, he sees how PGx will save time, money, and patient suffering: “We can see even now it’s critical to patients, and personalized medicine is the future. The amount of money and time it saves is just invaluable. [As precision medicine becomes the new standard of care], everyone’s going to have a PGx test done. I mean, why waste millions and millions of dollars with the wrong treatments when we can know from birth, that the patient should never be prescribed ‘x medication’ because it won’t work or will be toxic? PGx is crucial for personalized medicine.”

For Spartan Labs, bringing their PGx testing in-house with Translational Software PGx CDSS Reporting has been transformational for their business, the insights they produce for providers, and ultimately for patient care.