Customer Testimonial:
Hospital Universitario Puerta de Hierro, Madrid, Spain.

Background

Hospital Universitario Puerta de Hierro Majadahonda is a 50-year-old teaching and research hospital located just north of Madrid that serves a population of 450,000. The Anatomic Pathology Service of the hospital consists of 10 pathologists, two residents and 14 technologists. Overall slide volume in the lab is around 20,000 IHC slides per year and approximately 500 ISH slides per year.

In April 2014, the Anatomic Pathology Service at the hospital added Dako Omnis to their IHC and ISH processes. Their main objective in making the addition was to maximize automation and decrease the overall turnaround time in providing patient diagnoses, and to be able to manage both IHC and ISH on one automated platform.

Customer interviews were recently conducted to learn how Dako Omnis has had an impact on their lab during the first few months. In October 2014, Laia Jutglar, Spanish Regional Marketing Manager at Dako, interviewed Dr. Carmen Bellas, M.D., PhD., IHC Lead Pathologist and Diego Garcia, Technician and IHC Lead about their impressions of the new instrument so far.
Puerto de Hierro’s Results with Dako Omnis: **More Time**

“We get reliable IHC results in ~2:30 hours.”

The lab’s previous setup, with three different platforms from three different vendors, was neither efficient nor productive. Mr. Garcia was overwhelmed with the workload, and the other staff members were also stressed with the high volume.

“The daily work is now easier,” said Dr. Bellas. “Dako Omnis currently gives us the IHC capacity we need and we are looking forward to using it for ISH in the near future.”

For Dr. Bellas, the greatest advantage of Dako Omnis has been that it has given them more time overall, due to the instrument’s fast turnaround time and ease of use. Now she has much more flexibility in requesting the IHC slides that she needs. “Before, it was rather difficult to have the slides completed the same day that they were requested, but now it’s no problem. Even requesting the slides late in our working day (2-3 p.m.), we can have them ready first thing in the morning the following day.

With the lab’s previous setup this was impossible, since anything requested in the afternoon sometimes had to wait an extra day. “Now we have closed that gap,” said Dr. Bellas. “This relieves the pathologists because they can speed up the diagnosis. In addition, they no longer have to worry about sending requests before noon in order to get results the same day. That was stressing the whole lab a lot.”
Puerto de Hierro’s Results with Dako Omnis: **Greater Choice**

“We have flexibility to cope with peaks in workload can choose batch or continuous flow processing.”

Mr. Garcia sees greater flexibility in his daily routines since Dako Omnis was installed in the lab. “We use all the possibilities that the platform has to offer, overnight runs for urgent cases, or even the chance to have everything loaded and let the instrument work over a weekend or a bank holiday”.

He now does far fewer manual operations, like antibody sorting, and unloading Dako Omnis is not as cumbersome as with other systems. The intuitive and easy-to-use software has enabled him to move many of their antibodies to FLEX Ready-to-Use, as the results provided by the FLEX RTUs are high quality and well-received by the pathologists.

“Dako Omnis has allowed me to dedicate more focus to other tasks like testing new antibodies, preparing tissue micro arrays, optimizing new techniques, quality control, and research, since I’m no longer so overwhelmed by our regular workload,” said Mr. Garcia.

Puerto de Hierro’s Results with Dako Omnis: **Better Patient Care**

“We can provide the right diagnosis to the right patient on time.”

For Dr. Bellas, the staining quality of Dako Omnis has meant consistent results that are clear and easier to read, due to several robust processes that ensure stability, like temperature-controlled reagent storage, temperature-controlled staining and automatic “just-in-time” mixing of reagents. She also likes the fact that the risk of human error is minimized with the instrument, due to a whole host of quality control features that prevent, correct or draw attention to errors if they should occur.

In addition, the lab sees a major clinical benefit in being able to provide quicker diagnosis to the patient. “We can load priority cases anytime, and the turnaround time for both IHC and ISH is very fast,” said Mr. Garcia.

“We are very satisfied with Dako Omnis,” said Dr. Bellas. “We made a good decision in going with this instrument. It provides us and our patients with results we can rely on.”
Summary

A generation ahead in IHC and ISH.

“Dako Omnis has made a huge difference in the workflow, flexibility and turnaround time for our lab. Plus, the overall quality of our IHC results is tremendous. We trust our results, and our staff is much less stressed,” said Dr. Bellas.