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hc1 Launches hc1 Workforce Optimization™

Solution helps lab leaders proactively address staffing needs utilizing data-driven strategies to predict demand and reduce cost

INDIANAPOLIS (January 30, 2024) — [hc1 Insights](#), the leader in identifying real-time insights and risk signals in complex laboratory data, today announced the launch of hc1 Workforce Optimization,™ a new solution that uses trained artificial intelligence (AI) models to project future volume trends and provide actionable recommendations for optimizing laboratory staffing levels. As a multitude of challenges face the current and future state of the clinical laboratory workforce, getting the right people in the right place at the right time can drastically improve operations and revenues.

In partnership with American Oncology Network (AON), a rapidly growing network of community-based oncology practices across the country, the new solution was developed and tested over the course of 2023. The collaboration with AON helped accelerate the project, providing evidence-based expertise and actionable recommendations to the hc1 development team while enabling AON to have the earliest opportunity to utilize the solution to resolve staffing shortages before they happen.

"It has become increasingly difficult to pinpoint and predict workforce behaviors and practices that actually drive revenue, increase productivity and decrease waste. Whether we are talking about automated processes or good old-fashioned sneaker power, data and the information we get from it has become, per the popular phrase, the 'oil of the 21st century'. In the laboratory, we have been waiting for a data-driven solution and tool for lab leaders and executives that connects timekeeping and lab testing data, in order to optimize staffing and productivity. hc1's Workforce Optimization solution does just that. As we bring more tests and services to the core lab, and add new clinics to the network, I need an effective data-driven tool to optimize staffing plans across all sections of the core lab, including accessioning and logistics. In our laboratory at American Oncology Network, I want to streamline our staffing model with recommendations and suggestions utilizing ML predictive analytics; further enhancing our vision of running a data-driven laboratory that delivers downstream efficiencies to our providers and ultimately improves patient outcomes," said AON Vice President/General Manager of Laboratory Services [Curtiss McNair, Jr., MBA, MT](#).

The US Department of Health and Human Services (HRSA) has projected an [increase in demand for medical and clinical laboratory technologists and technicians of 22% by 2025](#). This increased need coupled with [reported understaffing in 73% of labs](#), places a continuing burden on lab professionals to do more with less. This is resulting in increased burnout, higher turnover rates, rising sendout and short-term staffing costs and missed turnaround times.

By predicting demand for lab services department-by-department across the organization, hc1 Workforce Optimization enables lab leaders to proactively identify potential shortages or overages, adjust staffing assignments accordingly and monitor the business impact of changes over time. Optimizing staffing levels in this way will minimize sendout and short-term staffing costs, decrease staff turnover and burnout caused by understaffing and reduce turnaround time to improve patient outcomes.

“At hc1 Insights, our objective is to empower lab professionals with the tools they need to make confident, proactive decisions,” said Michael Braverman, president of hc1 Insights. “Thanks to our collaboration with AON and their commitment to provide valuable insight, our AI-powered WFO solution is now poised to solve a crucial operational problem for lab leaders: accurately predicting demand for lab services across their organization and dynamically recommending how they should deploy scarce resources to drive accurate, high-quality results to the caregivers and patients who depend on them.”

For more information on hc1 Workforce Optimization, lab leaders can [request a personalized demonstration](#) at hc1.com. In addition, hc1 will host a First Look Webinar on Wednesday, February 21, at 11 a.m. Visit info.hc1.com/webinar-registration-predicting-future-lab-staffing-needs-with-ai to learn more and register. To learn more about hc1, visit hc1.com and to learn about AON, visit AONcology.com.

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About hc1

hc1 Insights™ (hc1) is the leader in identifying real-time insights from complex laboratory data. hc1 solutions optimize laboratory operations for thousands of locations and inform testing and treatment decisions for millions of patients. Over more than 10 years, flagship hc1 solutions, now known as [hc1 Performance Analytics™](#) and [hc1 Operations Management™](#), have helped forge a broad set of lab and health system partnerships with their ability to unlock actionable, real-time insights to increase efficiency and reduce costs. hc1 continues to develop new solutions that improve patient care, bringing us closer to achieving our mission: Right Patient. Right Test. Right Prescription. To learn more about our proven approach, visit hc1.com and follow us on [Twitter](#), [Facebook](#), and [LinkedIn](#).

About American Oncology Network, LLC

The [American Oncology Network, LLC](#) (AON), an Inc. 5000-recognized company, is an alliance of physicians and seasoned healthcare leaders partnering to ensure the long-term success of community oncology. Launched in 2018, the rapidly expanding AON network represents 106 physicians and 86 nurse practitioners and physician assistants practicing across 18 states. The executive management team of AON encompasses more than three decades of oncology practice management experience, enabling physicians to focus on what matters most — providing the highest quality care for patients.

The organization provides unique and comprehensive protocols for managing administrative procedures and enhancing ancillary services for its affiliates. AON is able to aggregate volume and attain economies of scale, as it guides its member physicians and practices through the transition to value-based reimbursement models that improve the patient experience and help to reduce the per-capita cost of cancer care.

AON also provides a unique model of physician-led, community-based oncology management. With services such as a centralized specialty pharmacy, diagnostics, pathology, fully integrated electronic medical records, a care management team and a variety of financial assistance programs, an alliance with AON ensures that patients' experiences are at the very pinnacle of cancer care today. Learn more at AONcology.com.