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Speed and Laboratory Reports ranked most important attributes of dialysis laboratory providers

Lisle, IL, February 15, 2013. NCS Research, the leading research firm focused on the nephrology healthcare providers closest to the patients, finds the following key results, according to a recent NCS Research study, Dialysis Laboratory Services and Reports, of 166 US dialysis healthcare professionals:

GENERAL OVERALL SATISFACTION WITH LABORATORY PROVIDER

- Half of respondents are very satisfied with their lab provider and only 10% noting dissatisfaction
- Of laboratory providers that serve other dialysis organizations, Ascend and DaVita are 1st and 2nd in overall laboratory provider satisfaction. DCI tops overall satisfaction across all laboratory providers

TOP CRITERIA IN SELECTING A LABORATORY PROVIDER

- Unsurprisingly, “Speed” was rated the number one important attribute of dialysis laboratory providers with 75% of respondents highlighting this criteria. However, currently speed of lab results is relatively undifferentiated amongst lab providers
- Of the 9 criteria evaluated, the next top attribute selected by almost 2/3 of respondents was “Laboratory Reports”. This research effort attempts to understand perceptions of laboratory reports and the various functions with the reporting application

RELATIVE STRENGTHS AND DEVELOPMENT AREAS OF THE REPORTING APPLICATION

- Across all respondents, top 3 laboratory report functions with the highest satisfaction were Patient Report Cards, Data Integrity, Water and Dialysate Results. The 3 functions with the lowest satisfaction were Filtering, Medication Management, and Disease Management Reporting

POTENTIAL IMPROVED SATISFACTION IF MAIN ISSUES ADDRESSES

- If the laboratory report functions with the lowest satisfaction were addressed, satisfaction with laboratory reports jumps from ~50% being very satisfied to

~75% being very satisfied

"Dialysis laboratory services are integral to the way nephrology healthcare professionals care and manage dialysis patients. Other than "Speed", "Laboratory Reports" ranks as the most important attribute of a laboratory provider. For the first time in recent history, US nephrology healthcare providers and laboratory providers have an independent benchmark that provides insight into the reporting application performance along various functions," said Alex Yang MD, Director of Research.

The "Dialysis Laboratory Services and Reports" Questionnaire was fielded from December 2012 to January 2013 with 166 qualified respondents (64% respond rate) representing

- All major dialysis laboratories
- All dialysis organization segments (size and profit status)
- Dialysis facility settings (Free-standing and hospital)
- Dialysis modality (Home and in-center)
- Years of nephrology experience
- Degrees and backgrounds

The study also evaluated a number of subgroups including size of dialysis organization, individual laboratory provider, home vs. in-center dialysis, for-profit vs. non-profit, free-standing facilities vs. hospital facilities, years of nephrology experience, % of time interfacing with patients, and a number of other healthcare professional demographics and data.

Upcoming, NCS Research is publishing "OMONTYS Launch" later this spring.

About NCS Research

NCS Research is a subsidiary of Nephrology Clinical Solutions. NCS Research provides syndicated and custom primary market research to the NCS Research Council, providers, professional societies, patient groups, manufacturers, and the investment community. For information on NCS Research publications and research capabilities, go to www.nephrologyclinicalolutions.com/research.

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