

# LABLines

News from LABORATORY ALLIANCE of Central New York, LLC



## Never Forget the “Why”

By Anne Marie Mullin, CEO

In my last article (Summer 2017), I explained the origin and creation of Laboratory Alliance and called attention to the company’s upcoming twentieth anniversary. Had I not been sound asleep on New Year’s Eve when the glass ball was lowered in Times Square and as confetti filled the sky, I would have raised a glass and toasted the completion of our two decades of business. What a great accomplishment!

In no small part, Laboratory Alliance owes the completion of 20 years of service to its talented, dedicated, and patient-focused employees. There was no primer provided to our initial workforce on how to run a successful, consolidated, regional laboratory. In fact, there were few, if any other, laboratory companies structured like us to learn from. It was hard work, ingenuity, and a firm conviction that a locally-owned and run company would be most in tune with and responsive to the needs of the patients at our owner hospitals and of the community-based healthcare providers of Central New York that helped ensure our success.

We have never lost sight of the fact that although a laboratory is a rather hidden provider of healthcare services (except for phlebotomists and couriers), we are privileged to be entrusted by our patients with a part of themselves – be it their blood, body fluid, tissue biopsy, etc. We view that as a sacred trust that requires the best of ourselves and our technology. As one of our very early advertisements stated, “We may never meet the patients but we touch them every day.” It’s why we come to work and it’s why we work so hard to serve the patients and their healthcare providers who depend upon us.

It’s not what we do that has set us apart and contributed to our growth - it’s why we do it. We must never forget the “why.”



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but we touch them every day.

It’s why we come to work. And it’s why we work so hard to help serve the doctors and patients who depend on us. Laboratory Alliance is the largest, most comprehensive clinical and anatomic pathology laboratory in Central New York. Our rapid delivery of test results, expertise of staff and state-of-the-art equipment and technology allow us to help our clients make better informed decisions.

We often only know these patients through barcodes, results and statistics, but these numbers represent our fathers and sons, mothers and daughters, friends and neighbors.

What we do every day impacts thousands of lives.

