

# BRYANLGH MEDICAL CENTER

## ACCELERATES RECEIPT OF CRITICAL RESULT COMMUNICATIONS



*"Since implementing PowerScribe 360|Critical Results, we have confidence that critical results are delivered to referring physicians immediately. We can easily track results and ensure that every patient is taken care of as quickly as possible. Our work at BryanLGH is always about doing what is best for the patient, and this system helps us do that."*

— Sarah Olson  
PACS/RIS Administrator  
BryanLGH Medical Center

### CHALLENGE

- Comply with Joint Commission requirements using more automated processes
- Accelerate delivery to referring physicians to provide improved patient care
- Gain confidence that results have been documented as delivered to referring physician

### SOLUTION

- Implement PowerScribe 360 | Critical Results which manages and reports on critical results integrated with Nuance radiology reporting software

### RESULTS

- Accurately reported the number of and time to completion of critical results
- Reduced turnaround delivery time to referring physicians
- Enhanced patient care and satisfied referring physicians

### SUMMARY

BryanLGH Medical Center is a non-profit, healthcare organization with two acute-care facilities and several outpatient clinics. More than 4,000 clinicians deliver award-winning care in cardiology, orthopedics, trauma, neuroscience, mental health, women's health and oncology.

Before the implementation of PowerScribe® 360 | Critical Results, the radiologists felt that communicating critical radiology results to the physicians who needed them was time consuming. Because of the manual nature of the process, complying with Joint Commission reporting requirements was difficult.

With PowerScribe 360 | Critical Results, the medical center has confidence in its critical result communications process, ensuring that referring physicians receive results in a timely manner; therefore guaranteeing continuity of care for every patient.

## IMPLEMENTATION

Prior to adopting PowerScribe 360 | Critical Results, the radiology department ran individual patient reports to identify critical results and comply with Joint Commission requirements. This data collection was completely manual and took extensive amounts of time. Tracking physicians down meant time-consuming phone calls, took the radiologists' time away from reading other studies, and left the radiology department without an efficient and effective way to track results that had been communicated.

Today, BryanLGH Medical Center uses PowerScribe 360 | Critical Results to effectively communicate and easily manage an average of 110 critical results monthly. The medical center uses their RIS/PACS along with the Nuance Healthcare radiology reporting solution integrated with PowerScribe 360 | Critical Results. The radiologist identifies that a critical result needs to be communicated and PowerScribe 360 | Critical Results alerts the referring physician that there is a critical result on their patient. The system sends the alert until the message is retrieved and escalates the notification according to the pre-set rules of the facility. The entire communication process is documented.

## CONFIDENCE IN THE DATA AND IMPROVED COMPLIANCE

With PowerScribe 360 | Critical Results, the medical center now has full confidence in its critical results communication process, and can comply fully with requirements to report the number of critical results identified and the amount of time it takes to communicate those results. Administration uses this valuable data from PowerScribe 360 | Critical Results to run quality reports for the medical center and to support audit and survey requirements for the Joint Commission.

## FASTER TURNAROUND

The time from when a critical result is identified until the referring physician confirms receipt has significantly decreased since implementing this solution. BryanLGH Medical Center can now closely monitor trends in turnaround time and identify the reasons for any changes.

Now radiologists can continue reading new studies for patients having peace of mind that their critical result communication is being monitored to ensure timely delivery radiologists also gain efficiencies in their workflow with increased productivity, saving time by eliminating the multiple physical phone calls to referrers.

## ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 866-486-2232 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**