

CRITICAL TEST RESULT MANAGEMENT



PowerScribe 360 | Critical Results

Reliable delivery, management and auditing of critical patient findings

CHALLENGE:

Radiologists on average spend several hours per day communicating critical results and unexpected findings to ordering clinicians. What can reduce the time spent by radiologists making calls manually, improve tracking, reduce risk, and improve patient safety?

SOLUTION:

PowerScribe® 360 | Critical Results is the industry-leading solution for critical test result management (CTRM), which automates the delivery, verification of receipt, and documentation of voice communications concerning critical test results (CTRs).

A reporting clinician creates a message as part of your PowerScribe 360 | Reporting* process or via supported PACS systems, desktop, or phone, and PowerScribe 360 | Critical Results does the rest. It alerts the ordering clinician that the CTR is pending, indicates the urgency of the CTR—sends alerts until the message is retrieved, escalates the notification according to pre-set rules and sends a verification to the reporting clinician when the message has been retrieved—all while documenting the

KEY BENEFITS

- Measurably enhances patient safety
- Boosts productivity of reporting and ordering clinicians and enables administrators to act promptly when issues arise
- Ensures critical tests and critical test results are reliably communicated to the ordering clinician
- Automates compliance with Joint Commission, ACR, CAP, and HIPAA rules
- Provides automatic documentation and archive

* PowerScribe 360 | Reporting must be purchased separately.

entire communication process to support audit and survey requirements from organizations such as the Joint Commission.

The Joint Commission also requires hospitals to communicate and track results for critical tests. The key distinction between a critical test and CTR is that there are some tests or procedures that are so critical to proper patient care that the results of the test need to be communicated independently of whether or not the result of the test is positive or negative. PowerScribe 360 | Critical Results ensures that these tests are quickly completed, ensuring the patient is treated accordingly.

In addition, PowerScribe 360 | Critical Results provides hospital administrators with tools for real-time performance measurement. Administrators and clinicians are able to establish performance goals and targets for CTR turnaround time (TAT) and assess compliance. With this kind of visibility, hospital administrators

"I'll go as far as to say that now our organization is meeting Joint Commission requirements because of PowerScribe 360 | Critical Results."

— Tom Sadler, Digital Imaging/PACS Manager
Banner Good Samaritan Medical Center
Phoenix, AZ

can quickly take action whenever patients and the institution are at risk due to communication delays and failures.

CONNECT LIVE

With PowerScribe 360 | Critical Results, the majority of critical test result notifications are communicated automatically, but for cases that require personal attention, radiologists can use the Connect Live feature. Connect Live is available for users that want to communicate a result live with the ordering clinician, or when a clinician is not profiled

ONE CALL DOES IT ALL



in the database, or the radiologist doesn't know who the message should go to, and for clinicians that don't want to receive automated notifications and prefer to receive live communications.

DOCUMENT ONLY

The PowerScribe 360 | Critical Results Document Only feature allows users to create messages without sending notifications to the ordering clinician. This type of workflow is useful for documenting conversations that occur outside of the solution and archives the message for future reporting purposes.*

DISCREPANCY REPORTING

Using PowerScribe 360 | Critical Results, healthcare organizations can implement a "discrepancy" findings level to record any changes in the results from preliminary findings. For example, if a resident sends a notification to the ordering clinician and the attending radiologist later notes a discrepancy with that communication, the attending can generate a new "discrepancy" finding message that is delivered to the ordering clinician. The findings level can be used for other workflow scenarios such as creating and tracking ER discrepancies.

CLINICAL TEAMS

Clinical Teams allows groups of clinicians (e.g. services, departments, units, clinics) to be notified using a common escalation path. This feature can be used for "passed devices" where a fixed device changes hands based on rotation schedules, location driven workflows such as nursing stations, page operator workflows for call centers with access to oncall schedules or for group notifications to communicate with multiple on-call clinicians. Clinical Teams can be used in both academic and non-academic medical settings with residents, hospitalist teams, emergency room teams and with private practice clinicians.

WEB-BASED FOR UNIVERSAL ACCESS AND MANAGEMENT

PowerScribe 360 | Critical Results data is accessible from wherever there is a web connection. The web console gives administrators access to all of the CTRM data. The message dashboard shows results for the entire department or individual reporting clinician, providing a single view of all open messages.

The reports section enables administrators to build point-and-click reports on critical test and CTR compliance, and has passed the Joint Commission's compliance requirements. PowerScribe 360 | Critical Results stores up to 10 years of clinical data and enables search and retrieve capability using patient name, MRN, finding type, date, reporting clinician and ordering clinician as identifiers.

Because PowerScribe 360 | Critical Results is a hosted application and is purchased on a yearly subscription basis, it requires no investment in new hardware or software. PowerScribe 360 | Critical Results adapts to clinician behavior and work patterns and requires minimal training. In productivity savings alone, a hospital will recoup its investment in PowerScribe 360 | Critical Results within eight months.

"The robust integration with PowerScribe 360 | Reporting will encourage physicians to use PowerScribe 360 | Critical Results. This integration will be an immense aid to users, and ultimately our patients will be the beneficiaries."

—Terence Matalon, MD, FACR, FSIR
Chairman of Radiology,
Albert Einstein Medical Center
Philadelphia PA

* Option

POWERSCRIBE 360 | CRITICAL RESULTS: MEETING NATIONAL PATIENT SAFETY GOALS

Communicating CTRs is a major problem for hospitals. There are almost 12 billion tests done annually, which generate 2–3 million calls daily from radiology, laboratories, pathology, and cardiology, to ordering physicians, nursing units, and care teams. Before PowerScribe 360 | Critical Results, communication of CTRs was a manual process with no master directory of contact preferences, no standard technology to automate both the initial communication and verification of receipt, and no metrics to measure performance against goals or standards.

Nearly two-thirds of all hospitals surveyed by the Joint Commission failed to meet the requirements of the National Patient Safety Goal #2: Improve the effectiveness of communication among caregivers. These hospitals would have met the requirements if they had used PowerScribe 360 | Critical Results for CTRM.

POWERSCRIBE 360 | REPORTING INTEGRATION

PowerScribe 360 | Reporting* integrates with PowerScribe 360 | Critical Results to bring CTRM directly into the reporting process. This integration eliminates the need for the radiologist to pick up the telephone as your radiologists can initiate urgent patient communications right from their workstation.

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.

KEY FEATURES

- Patented, hosted, enterprise communications platform for critical test results. U.S. Patent No. 6,778,644
- Messages may be created as part of your PowerScribe 360 | Reporting process or via desktop, phone or supported PACS workstation
- New workflows—Connect Live, Document Only, Discrepancy Reporting and Clinical Teams
- Actively notifies the ordering clinician via preferred device that a critical test result is pending and provides automatic tracking of messages
- Verifies that the message was received, by whom and when, with live 24/7 monitoring capabilities
- Full multi-facility functionality to support multi-site IDNs
- Allows the ordering clinician to respond/read-back using simple voice commands
- Stores all voice messages in a searchable archive for 10 years
- Provides a Web browser interface to view all data, including detailed administrative and CTR reports

* PowerScribe 360 | Reporting must be purchased separately.