## **Elkhart General**

# reduces risk and insurance premiums through critical test results solution.

#### Challenge

- Reduce malpractice insurance premiums
- Eliminate manual process for CTRs
- Streamline physician workflow
- Document and track throughput of patient care

#### Solution

 PowerScribe 360 Critical Results

#### **Results**

- Malpractice insurance premiums reduced by 7%
- JCAHO and ACR compliant
- CTR documentation and tracking guaranteed
- Decreased average CTR turnaround time

#### **Profile**

Elkhart General Hospital is a not-for-profit hospital that has provided medical services to North Indiana for over 100 years. However, up until 2012, the hospital's highly specialized radiology department was forced to depend on personal telephone calls and human interaction to relay critical test results (CTRs). In addition, the hospital did not have any formal tracking or documentation system to ensure CTRs were received.





"PowerScribe® 360 Critical Results is essential to the practice of value-based medicine. It ensures that we have a closed-looped system to document, track and guarantee that all of our CTRs are received, in return benefitting clinicians, our radiologists and our patients."

Dr. Samir Patel, Director, Radiology Incorporated Value Management Program Board of Directors Member, Elkhart General Hospital

#### Manual processes = Compliance risks.

With more than 125,000 diagnostic imaging procedures taking place in its facility each year, Elkhart General knew it could no longer depend on a manual human system to track its CTRs. Too often lapses in communication resulted in delays, inconsistent diagnoses and failure of throughput patient care, including one case of a patient with Stage 4 lung cancer. Although the physician received the results in a timely fashion, the patient was transferred and never received the follow-up care recommended. With no formal system in place, it made compliance nearly impossible, putting the hospital at risk for possible litigation and ultimately affecting the patient's care.

As early adopters of other healthcare technology, including Nuance's PowerScribe 360 Reporting, the hospital became one of the first in the nation to implement PowerScribe 360 Critical Results in 2012.

#### Instantaneous benefits.

After PowerScribe 360 Critical Results' implementation, Elkhart General saw immediate benefits. The hospital was automatically 100% JCAHO and ACR compliant, could document and track the progress of every single CTR, and allowed physicians to focus their attention back on their patients.

"Before PowerScribe 360 Critical Results, doctors were constantly being interrupted," said Dr. Samir Patel, director of Radiology Incorporated Value Management Program and Board of Directors member at Elkhart General. "Now, we customize and create profiles for each physician, and send notifications based upon their preferred methods of contact. This eliminates constant interruptions and allows

physicians to give their undivided attention to each patient they are working with."

The integration of PowerScribe 360 Reporting with their CTR solution also provided Elkhart General with additional ease and timely communication of critical findings. Furthermore, the hospital saw benefits in outpatient follow-up and significant incidental findings. "While these incidental findings may not affect the patient right away, it could have a profound impact on the patient's future health and life," said Dr. Patel.

### Lower premiums, better patient outcomes follow-up.

Today, physicians of Radiology Incorporated receive a 7% annual reduction in their malpractice insurance premium just for using PowerScribe 360 Critical Results. In addition, they have been able to reduce their CTR turnaround time, resulting in overall enhanced patient care. And while the insurance reduction only covered the radiologists, Dr. Patel encouraged the hospital's leadership to look into the system for their other employed physicians.

Last year alone, the hospital had documented over 3,800 CTRs. These documents are tracked and organized on a regular basis, and are reported at the hospital's Radiology Quality Improvement Committee. Dr. Patel emphasizes that, "PowerScribe 360 Critical Results is just as much protection for the referring clinician as it is for the radiologist and, in return, it's protection for our patients. It's truly essential to the practice of value-based medicine."

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 888-350-4836 or visit www.nuance.com

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