

PRESBYTERIAN INTERCOMMUNITY HOSPITAL (PIH HEALTH) GETS “OFF THE CHARTS” RESULTS



“We have had tremendous success and implementation since we went live with PowerScribe 360 | Reporting in May 2012, experiencing exponentially higher ROI and even faster turnaround.”

— Stacy Johnson
Radiology Department Director
PIH Health, Whittier, CA

CHALLENGE

- Select an effective self-edit tool
- Ensure integration in a PACS-driven workflow
- Improve compliance and critical results notifications

SOLUTION

- Implement PowerScribe® 360 | Reporting
- Integrate with McKesson Horizon Medical Imaging™ V 11.6
- Utilize PowerScribe 360 CTRM solution

RESULTS

- Six-month self-edit goal achieved in one week
- ROI has significantly increased
- Turnaround is faster than ever before

SUMMARY

Since opening its doors in 1959, Presbyterian Intercommunity Hospital (PIH Health) has continued to grow to meet the needs of the areas it serves. In the process, it has become the most recognized community hospital in Southern California, with numerous and frequent awards, including being listed as “One of the Best Hospitals in LA” by *USA News & World Report* and NRC Picker (Path to Excellence Award for 3rd consecutive year). Its next big step is the creation of a new wing that will increase its capacity from 460 beds to 700.

PIH Health is a technologically advanced healthcare provider. The facility’s implementation of innovative solutions extends to its radiology imaging department, which now provides a comprehensive array of imaging services and advanced procedures, including bone density, CAT scan, diagnostic X-ray, interventional radiology, MRI, nuclear medicine, PET/CT, PICC line placement, and ultrasound. Collectively, its 10 radiologists perform 200,000 exams each year (excluding breast health scans).

IMPLEMENTATION

PIH didn't "go out searching for PowerScribe 360 | Reporting," according to Radiology Business Unit Director Stacy Johnson. "We were switching to another RIS and getting its self-edit tool, but it didn't work the way we liked." In addition, she said, PIH has a PACs-driven workflow, and the RIS didn't function well. It was then the facility began investigating various vendors, and felt strongly about Nuance Healthcare® based on its reputation. The ability of PowerScribe 360 | Reporting to seamlessly integrate with the organization's McKesson's PACS was key, Johnson said, making it the "logical choice for us for functionality as well as utilizing the Peer Review component." The solution went live in May 2012. Additionally, Powerscribe 360 | Critical Results was integrated, allowing critical test results be sent and documented directly through our reporting platform.

Seamless integration proved a deciding factor in another area, as PIH chose Radimetrics for radiation dose monitoring and management. Radimetric's automated dose reporting fully integrated in the PowerScribe 360 | Reporting voice-enabled documentation workflow platform. This has proven to be a significant time saver for technologists and radiologists, ensuring accuracy of the radiology report. The staff was not reporting doses prior to July 1, 2012, Johnson said, but is now successful and meeting the CA reporting requirements.

ACHIEVING SUCCESS

Today, Johnson notes "off the charts" results, with Nuance Healthcare reporting industry-leading statistics for the facility as to compliance and critical results notifications. Regarding self-edits, PIH met its six-month goal of 80 percent within one week of implementation, reporting 94 percent by September 2012. Transcriptionist FTEs dropped from 5.3 in May to 2.6 within four months with an approximate savings of \$124k annually.

As an added benefit, Johnson said, PIH takes frequent advantage of the Nuance technology portal, using it to establish customized fields that are "a great time-saving tool for the radiologists." Referring physicians are very happy overall with the results of the project implementation; on average TAT for final reports from the time they are dictated went from 24 hours to 46 minutes. This is a significant improvement which directly affects the care of our patients.

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