Hospital for Special Surgery expedites patient care through real-time image sharing.

Challenge
– Share images with better quality and more reliability
– Decrease CD usage to alleviate stress on surgeons and patients
– Expedite patient care both on-site and post-op

Solution
– Nuance PowerShare Network

Results
– Seamlessly adopted a cloud-based network
– Significantly streamlined image sharing workflow
– Images stored and accessed from a central location

Located in Manhattan, the Hospital for Special Surgery (HSS) is the oldest orthopedic hospital in the nation, widely recognized for its exceptional patient care. In July 2014, the *U.S. News & World Report* ranked HSS as the No. 1 hospital for orthopedics for the fifth consecutive year.

Performing more surgeries annually than any other hospital in the nation, it is imperative for HSS to have a reliable method of image transmission. The biggest challenge was treating referral patients traveling to the hospital with stacks of CDs from multiple points of entry and various types of viewers.

HOSPITAL FOR SPECIAL SURGERY

NUANCE

> "The PowerShare Network has significantly streamlined our CD workflow. Based on the partnership we had with the Nuance team, HSS has successfully improved our method of image sharing, as well as our throughput of patient care."

Richard Fleury
Executive Director of Radiology at HSS

Cognizant of the valuable role Radiology & Imaging plays in driving efficiency and accuracy in musculoskeletal medicine, HSS was committed to finding a better solution—receiving the right diagnosis is essential to receiving the most effective medical treatment.

Replacing hardware.
In late 2011, Richard Fleury, Executive Director of Radiology at HSS, and the IT team began looking for a more robust hardware solution to exchange images. Although HSS has several teleradiology sites across the United States, the hospital needed a dependable method of image sharing, and its current technology was no longer efficient. Concurrently, "Our surgeons came to us and said, 'We are at the breakpoint for CDs and we can't deal with them anymore,'" Fleury said. As a result, Fleury and his team quickly escalated the search for a solution.

After looking at several vendors, the team decided on the Nuance PowerShare™ Network because of its superior security and ease of implementation. "The adoption process was an enormous success," Fleury said.

Expediting images with ease.
"We now have a means of expediting images by putting them into the PowerShare Network," said Angelo Ginos, Manager of Radiology Informatics. While HSS still receives CDs from patients, the cloud-based solution allows for quicker image consults, mobile access and streamlines uploads to the PowerShare Network for long-term storage.

The ability to store patient images in a central location has helped manage neurology consults and body cases in times of emergency, such as a post-op stroke or pulmonary embolism. "We push all the images to the cloud, so referring physicians can access the patient's complete profile and consult on cases when not on site," said Ginos. "Also, storing images in the cloud is beneficial for physicians, as outside images are now available in a work list versus a stack of CDs."

Furthermore, sharing in real-time allows hospital staff to access images well before an operation. "Previously a challenge, nurses now have the ability to get images ready even before the surgeon arrives," said Ginos.

Project results and future plans at HSS.
HSS physicians, referring providers and staff are no longer at that breakpoint, proving a positive transition from hardware to the cloud. "Nuance was really supportive in making the project a success," Fleury said.

Moving forward, HSS plans to continue to expand its use of the PowerShare Network to other Nuance solutions. "We are looking into using the PowerShare Network as a gateway to implement our PowerScribe® 360 solution," Fleury said, referring to Nuance's PowerShare platform approach, introducing other value-add services like quality reporting to the ACR and clinical guidance rule publication for the PowerScribe 360 platform.

nuance.com/healthcare   healthcare-info@nuance.com   877-805-5902

About Nuance Communications, Inc.
Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, please visit: www.nuance.com/healthcare. Connect with Nuance on social media through the healthcare blog, What's next, as well as Twitter and LinkedIn.

NUANCE