NUANCE

Closing the loop on actionable findings

Improving patient outcomes with automated delivery and management of actionable results.

More than 12 billion imaging procedures and other diagnostic tests are done annually, generating millions of calls every day to ordering clinicians. Manual methods to document and communicate notifications hamper radiologists' productivity, disrupt workflow, diminish tracking ability, and make it difficult to comply with reporting requirements.

What can streamline communication, improve clinician satisfaction, satisfy audit requirements, and help meet patient safety goals? What can facilitate going that "last mile" to close the notification loop?

Automated, integrated, and reliable
PowerConnect Actionable Findings is the industry-leading solution for managing actionable results and delivering important communications to care teams. It streamlines notification management and helps to increase radiologists' value to the enterprise.

The solution integrates with PowerScribe reporting platforms so radiologists can initiate findings communications directly from their workstations.

When a radiologist creates a message in PowerScribe, the Actionable Findings solution does the rest. It alerts the ordering clinician, indicates the urgency, and escalates notification according to preset rules. This facilitates prompt treatment and improved outcomes. The communication sequence is automatically documented to support audit and compliance requirements.

Focus on flexibility

— **Document only:** Lets users document conversations, archive messages, and create informational messages without sending notifications.

— **Clinical teams:** Allows clinician groups to be notified using a common escalation path, as when a fixed device changes hands based on schedules, or other scenarios.

— **Connect Live:** Leverages an internal resource who directly manages communications with ordering clinicians preferring to receive live notifications.

KEY BENEFITS

— **Automates compliance** with the Joint Commission, ACR, and CAP.

— **Tracks and documents** communication of actionable findings to ordering clinicians.

— **Streamlines notification processes** to address communication needs between departments.

— **Adapts to clinician preferences** and workflows.

— **Enhances patient safety** through prompt communication.

— **Boosts productivity** of radiologists and ordering clinicians.

— **Enables administrators** to act promptly when issues arise.

— **Includes ongoing, personalized attention** from a Nuance client manager.

— **Offers 24/7 Call Center support** to monitor escalations and assist with closure.

Mobile application supports providers on the go

PowerConnect Mobile Clinician (included) allows ordering clinicians to securely receive and respond to notifications while on the go. A callback feature makes it easy to contact the diagnostic specialist. The optional PowerScribe Mobile Bridge lets clinicians view the entire radiology report within the mobile app.

Third party vendor integrations

PowerConnect Actionable Findings can integrate with third-party communication systems through an HL7 bridge, allowing ordering clinicians to receive and acknowledge notifications from their solution of choice. Acknowledgment and audit information are returned to PowerConnect Actionable Findings.

For Epic customers, communications can route to the ordering clinician's Epic InBasket or mobile device. Message status updates go back to PowerScribe.

A bidirectional integration with PerfectServe lets clinicians receive and acknowledge messages from within PerfectServe. Messages go to the right clinician based on scheduling.

Cloud-based for easy access and management

PowerConnect Actionable Findings is SOC 2 Type II certified and hosted on Microsoft Azure, a HITRUST CSF-certified cloud services platform. It requires no investment in new hardware or software and requires minimal training. It is easy to use, with flexible configurations and options that adapt to clinician work patterns.

Findings notification information is accessible from wherever there is a web connection. A message dashboard shows results for the entire department or individual reporting clinician, providing a single view of all open messages.

Real-time compliance reporting

PowerConnect Actionable Findings reporting capabilities meet The Joint Commission's compliance requirements for critical test result messages.

The solution offers robust search and retrieve capabilities on identifiers such as patient name, MRN, date, finding type, and reporting and ordering clinician. Administrators have access to performance and compliance measurement based on established targets for notification turnaround time.

Data retention

Nuance is committed to data security and does not keep data any longer than reasonably necessary. We keep production data for three years; after three years, data can be made available upon request.

KEY FEATURES

— **Creates messages** as part of the PowerScribe reporting process or via desktop.

— **Notifies ordering clinicians** on their preferred devices, with automatic tracking.

— **Supports multiple findings types** such as critical results, discrepancy notifications, STAT alerts, etc.

— **Accommodates multi-site IDNs** with full multi-facility functionality.

— **Supports multiple logins** on a single device for clinicians practicing at several facilities, or teams sharing a device.

— **Integrates with selected EHR** and other third-party communication applications.

— **Includes single sign-on** for access via active directory credentials.

— **Syncs to institution's referring provider directory;** supports multiple sources of truth.

— **Provides detailed reports** with a web browser interface and dashboard for tracking.

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