Closing the loop on patient follow-up

A collaborative, automated approach to improving patient and financial outcomes.

Roughly 10 percent of radiology reports recommend follow-up imaging, but at least half are not conducted. For a hospital system performing a half-million annual exams, that equates to approximately 25,000 missed exams every year. Beyond the lost revenue opportunities, this can cause delayed and missed diagnoses, which can increase risk and liability and result in poorer outcomes for the patient.

Radiology exams offer powerful diagnostic capabilities, helping providers understand a patient's condition and serving as the foundation for care recommendations. However, this information comes with an inherent responsibility to ensure it is put to appropriate use. As radiology teams struggle with increasing workloads, they need to leverage workflow-integrated AI to identify findings that can't be missed and close the loop on failed follow-up.

Nuance PowerScribe® Follow-up Manager offers a streamlined, proactive approach for hospitals and private practices to uncover findings, simplify patient and physician communication, and provide comprehensive follow-up recommendation care plan tracking. Using an automated, collaborative, systems-based solution, radiology and care teams can harness AI to extract and manage any type of finding from radiology reports, track follow-up recommendations to closure, easily configure pathways, and access imaging and supplemental AI-outputs—all in one place.

Deliver a high-quality, efficient process
Follow-up Manager uses advanced language understanding to make it easier for intelligent identification and automatic extraction of follow-up recommendations.

Granular search capabilities help eliminate false positives associated with "no evidence of" descriptions and weed out irrelevant findings. This offers an efficient way to improve adherence to follow-up recommendations and support better clinical and financial outcomes, without increasing the administrative burden on radiology teams or interfering with patient care. Similarly, if AI has run on the imaging studies and there are secondary captures available for the referring physician or specialist, those supplemental AI outputs and images can be viewed directly from the Follow-up Manager

KEY BENEFITS

— **Supports improved patient outcomes** with an efficient, proactive approach to communicating patient follow-up recommendations.

— **Supports patient follow-up** with automatic, intelligent detection and extraction of recommendations.

— **Gains visibility into program performance** through robust dashboards and analytics.

— **Reduces potential liability** associated with missed or delayed diagnosis.

— **Enables improved financial outcomes** by supporting better follow-up compliance and increased case volume.

tracking board—supporting broader population health initiatives without disrupting the radiology workflow.

To completely close the loop on recommendations, Follow-up Manager also provides automated closure detection in cases where an exam was completed and provides the ability to define parameters for auto-closure or to create prompts for additional review.

Prioritize communication to improve patient care

Without a proactive and effective solution to track patient activity and streamline communication, it is too easy for patients to fall through the cracks. Ensuring patients and referring physicians are properly notified of results and recommendations helps improve patient care and avoid the risk of medical malpractice litigation.

Follow-up Manager supports comprehensive communication across the patient care cycle. The solution offers a collaborative and coordinated workflow that includes tracking follow-up recommendation status and activities, filterable worklists to reveal any overdue follow-ups and/or missed scheduled exams, and proactive alerts to help prevent missed or delayed follow-up.

After several attempts to contact referring providers regarding patient follow-up recommendations—through a variety of communication methods—Follow-up Manager recognizes when no action has been taken and automatically sends configurable, outbound communication to the patient, advising them to schedule appropriate follow-up visits or procedures. All communication efforts and activities are logged, and an audit trail is generated. The solution can close the recommendation upon completion.

Comprehensive dashboard and analytics

Healthcare organizations rely on metrics to help evaluate program success, identify areas of improvement, and optimize quality outcomes. Follow-up Manager offers valuable insight and analytics using configurable dashboards to monitor and display program outcomes.

Existing Follow-up Manager customers are already seeing improvements in diagnosis timelines. As a result of implementing the solution, one academic health system reported a 52 percent increase in compliance.

Easy access to these metrics allows organizations to establish and track ROI metrics to help justify running the program and future investments. At one customer site, additional exams completed as a direct result of the tracking program generated revenues 4.1 times greater than the labor cost of the program.

Help sustain financial viability

Radiology and imaging studies can contribute as much as 35 percent to the bottom line for health systems, hospitals, and private practices. These organizations understand the importance of securing revenue to support operations and sustain their overall ability to provide services and improve care.

Follow-up Manager not only helps mitigate the liability risks associated with failed patient follow-ups, it simultaneously helps generate new revenue opportunities from additional recommended studies.

Patient follow-up doesn't have to be challenging

Follow-up Manager automates a collaborative approach to close the loop on patient follow-up recommendations, helping improve both clinical and financial outcomes. By enabling access to consolidated, actionable data, effectively managing patient follow-up doesn't have to be challenging any more.

LEARN MORE
Visit nuance.com/healthcare.