

Baptist Health South Florida optimizes radiology workflow and streamlines communication

PowerScribe Workflow Orchestration and PowerConnect Communicator create powerful combination for radiology team.

Challenge

- Lack of customizable, flexible workflow for team of 70+ radiologists
- Daily distractions and interruptions inhibit efficiency and productivity
- Long-term need for reliable solutions that can evolve as organization's needs change

Solution

- PowerScribe® Workflow Orchestration
- PowerConnect™ Communicator

Results

- Increased radiology team's output by more than 25%
- Balanced workload, assignments, and schedules
- Creation of virtual call center to automate communication and minimize disruptions

Summary

The team of more than 70 radiologists at Baptist Health South Florida have come to rely on a powerful suite of solutions that include [Nuance PowerScribe Workflow Orchestration](#) and [Nuance PowerConnect Communicator](#). These solutions are working together to streamline workflow and communication throughout the radiology department, making it easy to manage the complexity of Baptist Health radiologists' schedules,



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balance workload and assignments, and optimize reading efficiency with flexible worklists. As a result, Baptist Health South Florida’s radiology team has been able to increase its output by more than 25%.

Every year, Baptist Health South Florida cares for more than 1.5 million patients at its 10 hospitals. With approximately 19,500 employees and more than 3,000 affiliated physicians, Baptist Health has earned a national and international reputation for providing world-class healthcare. Its commitment to excellence means offering an extensive range of medical, surgical, and technological services, including more than 20 imaging centers that generate more than 1 million radiology exams every year.

Dr. Jonathan Messinger is Medical Director of Imaging Informatics at Baptist Health South Florida, and Chief of Radiology at South Miami Hospital. “We need reliable systems that will have a positive impact on our existing needs and workflow. At the same time, we don’t want simple, static products that solve only the challenges we face today; we look at partners we can grow with, ones who can help us look at the future and prepare for it, and adapt with us as our needs change,” explains Dr. Messinger.

When Baptist Health was ready to upgrade its first-generation PACS, Dr. Messinger became aware that software providers were implementing workflow and communication tools into their products to make things easier for radiologists. “We had the idea that maybe there was more we could do than a simple worklist to read down a list of cases,” he says. “In addition, the health system wanted a single solution partner, one that would easily integrate with other solutions we already had in place, almost like adding apps to your smart-phone.

Key benefits

- Optimized reading efficiency with flexible worklists
- Increased productivity with intelligent assignment, resource balancing, and interruption handling
- Seamless integration with your PACS, viewers, EMR, and departmental IT systems
- Improved patient care with prioritized exams and access to complete patient data
- Enhanced radiology workflow with integrated PowerScribe reporting capabilities

And then we were introduced to Workflow Orchestration, and we stopped looking at options.”

Intelligent worklist control center drives efficiencies

For organizations like Dr. Messinger’s, PowerScribe Workflow Orchestration streamlines the [radiology reporting](#) process. Flexible filters enable intelligent exam assignment and load balancing based on specialty, subspecialty, schedule, physician preference; and the solution ensures the right resource reads the right study at the right time. Advanced workflow modules support technologist, resident/attending, teleradiology, and communication/collaboration workflows, all from a single integration point to optimize the diagnostic process.

Once Baptist Health implemented Workflow Orchestration, Dr. Messinger notes, the radiologists’ worklists became more robust, and they no longer needed to do the “filter hopping” between multiple lists that was once a tedious part of everyday work.

“If I have a case open, I can instant message other resources who are working within the solution, and, by sharing a link to the case, we can communicate in real time about that case, and all that communication remains linked to the case.”

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“Right from the start, we realized it was solving problems we didn’t know we had. We could truly create a workflow that accommodates what we are doing that day, rather than being confined to what the system is able to perform,” he states.

On any given day, a radiologist’s responsibilities may span a variety of subspecialties. Rather than having to monitor multiple worklists and filters, toggling between those lists as priorities change, with PowerScribe Workflow Orchestration radiologists can now create a real-time worklist that consists of all the day’s responsibilities. For example, a radiologist can select fluoroscopy at one hospital, neuroradiology at another hospital, and stat x-rays; these then combine to create a single worklist that allows the radiologist to, according to Dr. Messinger, “pay more attention to what I’m supposed to be doing, which is looking at the images, reading the examinations, and interpreting the results, rather than trying to figure out where I am getting my next case from and what I’m going to do next.”

Since the 1980s, Baptist Health South Florida has relied on a subspecialty radiology workflow, which means that only certain subspecialty radiologists may provide the final work on certain studies. But Baptist Health recognizes, as an organization, that sometimes other people need to get involved. According to Dr. Messinger, Workflow Orchestration has had a positive effect here as well: “Similar to the resident-fellow workflow with an attending,” he says, “I may need to review certain studies, even when I’m not the attending for that specialty. I can review, for example, a nuclear medicine study, but then flag the case so a nuclear medicine radiologist does the final work. I can do my dictation within PowerScribe and make those notes available for the next person. The workflow truly adapts to how we work within our organization here.”

Furthermore, because the ability to adapt and grow with Baptist Health is an essential feature of any working relationship, Dr. Messinger points out that he “had easy access to the product development team. They were eager to work together with us to continue making the worklists even more robust and therefore create a workflow that’s even more powerful. For example, we have been able to integrate our own peer review process into the workflow, as well as QA processes for our techs,” adds Dr. Messinger.

A virtual call center minimizes distractions for Baptist Health radiologists.

Interruptions are a given for any team of radiologists, and the situation is no different at Baptist Health. “We get phone calls nonstop,” says Dr. Messinger. “Referring clinicians, techs, floors, nurses, protocol questions for safety, the need for contrast. Over the course of a shift, it can become very distracting,” and so PowerConnect Communicator has become an essential addition to PowerScribe Workflow Orchestration.

Using the Communicator, Baptist Health has established a virtual call center to automate the phone calls and diminish distractions. Today, the team has a strong workflow process that’s based on communication flowing through the virtual call center, taking advantage of every resource available within the health system and decreasing wait times when answers are needed. Additionally, “the beautiful thing is that these communications are linked to the examinations, and a lot of that information can be recorded and then be available for data mining,” Dr. Messinger adds.

And should a question arise about a particular case, Dr. Messinger notes that the Communicator makes it simple to collaborate with colleagues.

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Looking ahead

Dr. Messinger notes that he looks forward to exploring the role artificial intelligence and machine learning will

continue to play for Baptist Health South Florida, and how they could have a positive impact on the radiology team’s workflow. In the near-term future, he concludes, “We’re pushing the limits of Workflow Orchestration, discovering what the solution is capable of and how we can harness that for our own workflow benefit.”

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