Baptist Health South Florida streamlines radiology workflow

Baptist Health South Florida

CHALLENGE:
Lack of workflow flexibility and customization, frequent distractions and interruptions, and a long-term need for reliable solutions that can evolve with the organization.

SOLUTION:
- PowerScribe® Workflow Orchestration
- PowerConnect™ Communicator

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

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>
> Jonathan Messinger, MD, Medical Director of Imaging, Baptist Health South Florida and Chief of Radiology, South Miami Hospital

Every year, Baptist Health South Florida cares for more than 1.5 million patients across 10 hospitals, earning a reputation for providing world-class healthcare. Its commitment to excellence means offering an extensive range of services, including 20+ imaging centers that generate over 1 million annual radiology exams.

"We need reliable systems that will have a positive impact on our existing needs and workflow," says Dr. Jonathan Messinger, Medical Director of Imaging Informatics at Baptist Health South Florida and Chief of Radiology at South Miami Hospital. "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," he continues.

Intelligent worklist drives efficiencies
For organizations like Dr. Messinger's, PowerScribe Workflow Orchestration streamlines reporting through flexible filters and intelligent exam assignment that ensure the right resource reads the right study at the right time. Advanced workflow modules support technologist, resident/attending, teleradiology, and communication workflows, all from a single integration point. Dr. Messinger notes, Workflow Orchestration transformed the radiologists' worklists, eliminating the need to "filter hop" between multiple lists. "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.

Radiologists' responsibilities may span a variety of subspecialties. Rather than managing multiple worklists, with Workflow Orchestration radiologists can create one real-time worklist inclusive of the day's responsibilities. For example, a radiologist can select fluoroscopy at one hospital, neuroradiology at another, and stat X-rays to create a single worklist so they can, according to Dr. Messinger, "pay more attention to what I'm supposed to be doing, which is

"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."

— Jonathan Messinger, MD, Medical Director of Imaging, Baptist Health South Florida and Chief of Radiology, South Miami Hospital

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To find out more about how Nuance PowerScribe Workflow Orchestration can help you optimize radiology workflow and balance workload distribution, visit nuance.com/ workflow-orchestration

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."

According to Dr. Messinger, Workflow Orchestration has had a positive effect on subspecialty and overread workflow 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."

Speaking on the success of implementation, Dr. Messinger explains 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," he adds.

Virtual call center minimizes distractions
Interruptions are a given for any team of radiologists. "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 Workflow Orchestration.

Using Communicator, Baptist Health has established a virtual call center to automate phone calls and diminish distractions. Today, the team has a strong workflow process with communication flowing through the virtual call center, decreasing wait times when answers are needed.

"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."

Looking ahead
Dr. Messinger notes that he looks forward to exploring the role AI and machine learning will continue to play for Baptist Health South Florida and the radiology team's workflow. In the near 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."

About Nuance Communications, Inc.
Nuance Communications is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.