

# WellStar Health System reduces costs and expedites processes for improved patient care.

Target self-edit rate achieved in 1/6 the time expected

## Challenge

- Deployment throughout large hospital system
- Radiologist adoption
- Cumbersome and time-consuming manual processes
- Reporting inconsistencies

## Solution

- PowerScribe® 360 Reporting
- Quality Guidance
- mPower™ Clinical Analytics
- PowerShare™

## Results

- Transcription costs reduced by 85%
- Reduced report turnaround time and expedited patient treatment
- Quick, automated identification of patients requiring follow-up
- Improved report quality
- Ability to view images prior to patient transfer

WellStar Health System, the largest health system in Georgia, is known nationally for its innovative care models and consistently receives attention and accolades from organizations that set standards for world-class care. WellStar performs over 750,000 imaging exams annually.



“With PowerScribe 360, the ordering physician has the ability to start treating the patient sooner. More timely reporting means more timely treatments.”

Carol Scoggins  
System Executive Director, Diagnostic Outreach

#### **Target self-edit rate achieved within first month**

Going live with any new product can be a challenge. At the time a five-hospital health system with numerous imaging centers, WellStar took on this challenge in a most ambitious way, going live with PowerScribe 360 at all locations on the same day. Carol Scoggins, System Executive Director, Diagnostic Outreach, is proud to say not only did they go live on the same day, but they were “pleasantly surprised at how quickly the radiologists were self-editing.” Within the first month, they were at an 88.7% self-edit rate, a level they had not expected to achieve until the six-month point. The subspecialists fully embraced PowerScribe 360, creating global templates for the other 50+ radiologists for more efficient, standardized reporting. Carol says, “We are very pleased with the adoption by the radiologists. It’s been very positive.”

#### **Transcription costs and turnaround times significantly reduced**

Through their use of PowerScribe 360, WellStar reduced total transcription costs by 85%. Radiologists achieved significant reductions in report turnaround times, which in turn has allowed ordering physicians to start treating patients sooner.

#### **Laterality and gender checks in Quality Guidance package improve report quality**

WellStar has notably improved report quality by using the laterality and gender mismatch checks within the Quality Guidance package. Carol says these checks are especially helpful in evaluating laterality in exams of children in which both the right and left forearms have been imaged.

#### **Professional Services gives users added boost**

While the PowerScribe 360 adoption has been very positive, a few radiologists needed a little extra assistance to get up to speed with self-editing. WellStar took advantage of Nuance’s skilled Professional Services team by bringing in an Applications Consultant to work one-on-one with specific radiologists. One individual, who started at a 35% self-edit rate, is now consistently at 99.9-100%. Carol says the Nuance Applications Consultant “is awesome” and they plan on bringing her in again to assist other radiologists.

#### **New pneumothorax easily identified with mPower Clinical Analytics**

WellStar is also using mPower Clinical Analytics to help identify reports that require follow-up. Lynn Hanks, Executive Director of Women’s Imaging, routinely runs searches to identify reports referencing a new pneumothorax. Lynn appreciates the ease with which mPower Clinical Analytics is able to differentiate between a new and a pre-existing pneumothorax. Previously, this was a very laborious process that required her to manually review search results from their RIS. A single search would typically take her several hours to complete. Now, it’s quick and easy to perform these searches and identify patients who require special follow-up.

#### **PowerShare increases patient convenience and supports more timely comparisons**

WellStar’s use of PowerShare has brought a number of benefits. For example, now images can be viewed prior to a patient transfer. This is particularly helpful for stroke patients, as it allows clinicians to determine whether the patient simply requires a consult, can be managed with medications, or does, in fact, need to be transferred to another facility. Carol explained that some regions don’t have neurologists, so this capability is especially advantageous in those situations, since it provides a means to get the images in front of a neurologist. They are also using PowerShare for mammography images — WellStar receives prior images for an average of 20-25 mammography patients each day. PowerShare allows comparisons to be performed more quickly versus mailing disks or films, and is also more convenient for patients. Carol added that some locations can send images directly from their PACS, with images arriving within minutes by virtue of PowerShare’s cloud platform.

#### **WellStar benefits from wide range of Nuance solutions**

All in all, WellStar is benefiting from the wide range of solutions offered by Nuance and is looking forward to further broadening use of the many features available. In particular, Carol says she is eager to expand use of mPower Clinical Analytics to obtain valuable business metrics and further improve clinical processes.

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