NUANCE

Optimized workloads and more comprehensive communication.

Medical Center Radiology Group (MCRG) is the diagnostic radiology, interventional radiology and nuclear medicine hospital-based group for Orlando Health, a 3,200 bed system that comprises 10 area hospitals, 4 freestanding emergency rooms, and 9 outpatient imaging centers. As Central Florida's leading provider of highly-specialized, state-of-the-art imaging and imaging-guided therapies, MCRG is committed to offering the highest quality and most cost-efficient delivery of radiology services across the region.

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>
> — Dr. Michael Gurian, Medical Director Pediatric Radiology, MCRG

CHALLENGE:
– No efficient way to balance workload across sites.

– Needed a better way to distribute cases by specialty.

– Relied on time-consuming manual communications processes that lacked audit capabilities.

– Wanted more insight on shift productivity.

SOLUTION:
PowerScribe Workflow Orchestration, PowerConnect Communicator, PowerConnect Tech Quality Assurance

RESULTS:
– More equitably distributed workload across the practice and by specialty.

– Routine radiographs distribution eliminates backlogs and allows staff to leave on time.

– Automatic, audit-friendly communications.

– Dynamic, data-driven decision-making for shift adjustments.

A more holistic approach
With facilities located across the region, Orlando Health relies on MCRG to keep up with changing needs and provide imaging and diagnostic care for its nearly 150,000 inpatient and 2.7 million outpatient visits every year.

"In trauma and pediatric cases, timing is everything—we can't afford to have inefficiencies working against us," said Dr. Michael Gurian, Medical Director Pediatric Radiology. "To deliver critical information effectively, we needed a better way to manage both our workflow and workload."

Balancing workloads
"We were very siloed and had no way to intelligently sort work, other than by location," said Gurian. "Work was assigned based on where a radiologist happened to be, not on whether he/she was the best person to read that particular exam."

MCRG wanted a sophisticated, enterprise approach to efficiently optimize workloads, and the ability to make real-time adjustments to keep pace with their dynamic reading environment. With Workflow Orchestration, they could consolidate access to patient information, create flexible worklists from disparate sites across the Orlando Health system, and proactively manage the daily backlog of plain films with regularly scheduled distribution across the group.

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65%

Reduction in turnaround time to resolve technologist QA issues

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Coordinated and more comprehensive communications

Beyond workload distribution, the MCRG team also needed help ensuring communications were managed and acted upon promptly and properly. "Relying on administrative staff to deliver critical results was slow, disruptive, and hard to track," said Gurian. "We needed something more efficient and reliable that integrated communications directly into the workflow."

Nuance PowerConnect Communicator offers real-time collaboration capabilities that eliminate inefficiencies and distractions by integrating communication directly into the workflow. A contextually aware platform, the solution automatically associates any communication with the corresponding patient exam, so information is immediately available. Additionally, by flagging and populating image quality or technologist issues into a worklist dashboard at the exam site, the Tech QA module helped reduce turnaround times for these corrections by over 65%.

"Previously, in situations requiring immediate action—such as a pediatric case in which the patient was under sedation—our technicians would have to call if they had a question or needed additional guidance," said Gurian. "The Communicator provides a faster, more convenient process that is a lot less disruptive and works more naturally with our workflow."

Delivering results

MCRG expected these efforts to help with specific operational improvements, but they wanted to ensure the performance benefits were sustainable for the long-term. "It was time to shift to more dynamic, data-driven decision-making that could support what we do, as well as how we do it," said Gurian.

During the 2020 COVID-19 pandemic, operational analytics helped MCRG make decisions about how to staff to better prepare for resurgence of patients as preventative and surgical diagnostic procedures resumed. With access to real-time insights, they can make adjustments to balance the load more equitably during high volume shifts and avoid backlogs and delays.

"We are a better practice because we have these new capabilities are at our fingertips," said Gurian. "The Nuance team offered both technical expertise and a nimble and responsive partnership. Together, we're driving efficiency, improving patient outcomes, and boosting job satisfaction among our radiologists. Not a day goes by where I'm not happy what we've done."