

# Better imaging leads to better outcomes

Prompt and accurate imaging results are essential to determining appropriate care pathways.

Any delay in image interpretation can have a dramatic impact on patient outcomes. But a radiologist's timely and accurate image interpretation relies on the quality of the imaging performed.

When image quality issues arise, efficient communication between radiologists and technologists is essential for quick resolution. The longer it takes to track down and contact the appropriate technologist about critical image-related issues, the longer it takes for the radiologist to deliver exam results. Manual and cumbersome communication practices can lead to delayed diagnosis and treatment, decreased patient safety, increases in duplicate imaging and associated costs for call back patients, and overall clinician burnout.

## Improve quality by enhancing communication

A strong quality assurance program that leverages the most advanced technology to support efficient communication between radiologists and technologists optimizes workflow, increases satisfaction and collaboration, and leads to better outcomes.

PowerConnect Tech Quality Assurance (Tech QA) is an end-to-end solution for managing a comprehensive technologist and image quality program. It allows radiologists to flag urgent impediments to their reading workflow, which are escalated to the appropriate team(s) through integrated dashboards and alerting options. Time sensitive issues are communicated in-context to the technologist, so issues like positioning, missing images, and incomplete history, may be quickly addressed. Similarly, non-critical image quality feedback and other requests, like 3D post-processing and loading external priors, can be flagged, and easily communicated, with built-in capabilities for appropriate classification and level of priority.

## Create a culture of continuous improvement

Supporting an environment that promotes learning, Tech QA helps radiologists proactively share image quality feedback with technologists and tech managers. This highly flexible communication solution provides a simplified approach to reporting, tracking, and collating feedback on a range of issue types, enabling tech managers to identify trends and challenges, and

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### KEY BENEFITS

- **Increase quality** with a proactive approach to technologist and image quality management.
- **Promote continuous improvement** by facilitating and encouraging communication with technologists.
- **Maximize efficiency** with streamlined communication and flexible, configurable workflows.
- **Reduce burnout and prevent rework** with increased visibility into image-related issues and resolution status.

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# 65%

reduction in turnaround time to resolve technologist QA issues at Medical Center Radiology Group (MCRG)

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identify key areas for improvement. Designed to streamline communication, improve departmental efficiencies, and drive quality improvement, Tech QA helps foster a collaborative and meaningful learning environment for technologists and radiology support teams.

### Increase visibility and prevent rework

With proactive notifications, real-time updates to reading and technologist worklists, and effective communication pathways for rad-tech issues, radiology teams can work more efficiently to deliver faster, higher quality results. Tech QA allows radiologists to focus on image interpretation with all essential information available, avoiding rework and addendums.

“[Tech QA] provides a faster, more convenient process that is a lot less disruptive and works more naturally with our workflow.”

— Michael Gurian, MD, Medical Director Pediatric Radiology, MCRG

### LEARN MORE

Contact us at 1-877-805-5902 or visit [nuance.com/healthcare](https://nuance.com/healthcare).

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### KEY FEATURES

- **Quick select issue reporting** for common issues reduces radiologist effort and keyboard interaction.
  - **Automated, in-workflow notifications** alert radiologists when studies are ready for interpretation and requests are fulfilled.
  - **Configurable tracking board** displays and organizes open issues and requests.
  - **Closed loop tracking** enables monitoring of issues through completion.
  - **In-context contextual chat** may be launched from each request.
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### About Nuance Communications, Inc.

[Nuance Communications](https://nuance.com) 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.