



Veriphy™

Mercy Des Moines Medical Center Implements Veriphy and the Joint Commission Awards a Gold Seal of Approval, Designating Veriphy as Best Practice Technology

When the Sisters of Mercy founded Mercy Des Moines Medical Center in 1893, they couldn't have known that the institution they created to nurture and heal the community would grow into a healthcare epicenter for the Midwest. As a 917-bed hospital and one of the Midwest's largest referral centers, Mercy is continually looking for ways to uphold its mission and meet the evolving needs of its community.

Finding the Ideal Communication Optimization Tool

Applying technology to deliver efficient, accurate, and advanced patient care and safety is at the heart of the hospital's strategy for continuous improvement. Knowing that successful communication is crucial to patient safety, Mercy wanted to adopt a technology that could guarantee communication processes, especially for critical test results (CTR) from radiology.

“Not only did we receive The Joint Commission's Gold Seal of Approval and renew our accreditation status, but The Joint Commission representative described Veriphy as a ‘best practice’ technology solution for meeting CTR communication requirements.”

The hospital's communication goals, which were already in line with the Joint Commission's standards, led them to **Veriphy**, a critical test result management (CTRM) solution from Nuance Healthcare. Accommodating Mercy's need for a rapid go-live and supporting its radiology department's volume of more than 280,000 exams per year would be no small undertaking, but because of Veriphy's fail-safe, hosted system and proven track record, Mercy felt it was the ideal communication optimization tool.

Highlights

- 917 Bed facility generating 280,000 radiology exams per year
- Received the Joint Commission Gold Seal of Approval after implementing Veriphy
- Joint Commission described Veriphy as a “best practice” for CTR management
- Positive impact on Resident and Physician workflow with increased productivity
- Cost effective and efficient way to meet Joint Commission compliance and reporting

Veriphy Leads to The Joint Commission's Gold Seal of Approval

The smooth go-live, easy integration and quick adoption translated into immediate improvements in processes and communication.

"Shortly after going live, The Joint Commission visited Mercy and provided us with further confirmation that we made the right decision in choosing Veriphy," said Deane Baldwin, the Department of Radiology operational director and PACs administrator. "Not only did we receive The Joint Commission's Gold Seal of Approval and renew our accreditation status, but The Joint Commission representative described Veriphy as a 'best practice' technology solution for meeting CTR communication requirements."

Aids Efficient and Timely Physician Dialogue

Veriphy's secure communication system ensures verifiable and accurate physician-to-physician communication of CTR in a timely fashion, and it enables ongoing dialogue if questions arise or as clarification is needed. When a Mercy radiologist has a CTR to deliver, he or she records a message using the hospital's PowerScribe voice recognition program from Nuance Healthcare. The Veriphy system then sends notifications to the ordering physician until the message is listened to in its entirety and closed. The radiologist also receives confirmation when the message is retrieved, and the message receipt is documented and logged into the system for future reference. In the event that a message is not recovered within the required timeframe, the Veriphy call center directly contacts and alerts the ordering clinician to the outstanding message.

Enables a Superior Patient Experience

Veriphy has enhanced the communication process for Mercy radiologists, who now depend on the technology's guaranteed message delivery for all CTR communication. Some radiologists even rely on Veriphy to communicate less critical results so physicians can begin treatment before patients leave Mercy's many clinics, enabling Mercy to deliver timelier care and provide a superior patient experience.

Challenge: Applying technology to deliver efficient, accurate and advanced patient care and safety is at the heart of the hospital's strategy for continuous improvement.

Solution: Veriphy, with a smooth go-live, easy integration and quick adoption, translated into immediate improvements in processes and communication.

Results: Received Joint Commission Gold Seal Award.

Non-clinical Benefits for Administrators

The detailed documentation of Veriphy also pays non-clinical dividends for administrators.

"From a management standpoint, Veriphy is dependable and flexible, which means I don't have to spend time managing the system. The Veriphy team provides outstanding support and maintains the database to ensure that contact information is accurate and current, which is critical as our physician community is constantly changing," said Baldwin. "And from a budgetary and deployment standpoint, because we didn't have to invest in any hardware or software, Veriphy makes improving communication cost effective and efficient."

In addition, Veriphy provides the data Baldwin needs to show that the radiology department is fulfilling hospital and industry requirements. "I use Veriphy's reporting feature for mandatory internal compliance reports. If I need information beyond what the standard reports provide, the Veriphy team is always available to supply me with ad hoc reports that meet my needs," said Baldwin.

As the region's healthcare epicenter, Mercy takes its responsibility as the trusted healthcare leader very seriously. Expansions, room renovations and technology advancements such as Veriphy are just some of the many ways Mercy is dedicated to quality and process improvement, and most important, excellence in patient care.

For product information, please visit Nuance Healthcare at www.nuance.com/healthcare or call 1 866 325-1096 Ext 106.

© 2010 Nuance Communications, Inc. All rights reserved. Nuance, the Nuance logo, and Veriphy are trademarks and/or registered trademarks of Nuance Communications, Inc., and/or its subsidiaries in the United States and/or other countries. All other trademarks are properties of their respective owners.