


 Veriphy™

Mountain States Health Alliance Passes Joint Commission Survey for PSG#2 Critical Test Result Management After Implementing Nuance Healthcare's Veriphy Solution

Mountain States Health Alliance (MSHA), based in Johnson City, Tenn., is a locally owned and managed healthcare system that delivers consistent, comprehensive patient-centered care at its facilities in Tennessee and Virginia. With more than 400,000 imaging exams a year in its 11 Tennessee facilities alone, Mountain States realized that its manual critical test result (CTR) communication process wasn't accommodating radiologists' workflow.

Radiology administrators decided to find a technology solution that would ensure closed-loop CTR communication and patient safety, initially for their Tennessee hospitals, and ultimately for their entire family of facilities. Their goal was to standardize the CTR process because Mountain States radiologists rotate between hospitals, so it was imperative to choose one standard technology solution at every Tennessee location.

Ensuring Patient Safety with One Standard Solution

After hearing positive word-of-mouth about the solution at RSNA, Mountain States chose **Veriphy**, Nuance Healthcare's critical test result management (CTRM) solution, in the Tennessee hospitals to ensure patient safety and compliance with The Joint Commission's critical results communication standards.

"We heard about Veriphy and were impressed with how its instantaneous, automated system guaranteed critical test result communications and met Joint Commission requirements," said Linda Frazier, radiology director at Mountain States Health Alliance. "We wanted to remove the phone tag from our radiologists' processes so that they could focus more on their core initiatives rather than hunting down doctors. Veriphy immediately starts the communication process for them and documents all critical test result communications, increasing radiologists' productivity and turnaround time."

Highlights

- Eleven facilities generating more than 400,000 radiology exams per year
- Successfully passed Joint Commission survey for PSG #2 critical test result management after implementing Veriphy
- Eliminated physician phone tag and improved radiologist workflow
- First facility rolled out in 90 days
- Cut turnaround time and increase patient safety
- Implementing Veriphy in the lab



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—Tim Campbell

Administrator, Mountain States Health Alliance

Support Team Facilitates Smooth Implementation

A Veriphy consultant trained the radiologists so they could quickly begin using the new CTRM solution at any Tennessee Mountain States location. After a simultaneous multi-hospital go-live and smooth implementation, the radiologists immediately felt comfort knowing that Veriphy guaranteed delivery, alleviating their CTR message-tracking concerns.

“We operate our healthcare system as one large site to deliver consistent patient care so it was critical that we implement the same tool at each facility to maximize efficiency and workflow,” said Tim Campbell, Veriphy administrator at Mountain States. “The Veriphy support team guided us through the entire process and accommodated our multi-hospital needs. They have provided a world of support before and after go-live which has played a large part of our success.”

Guaranteed Timely Communications

Veriphy’s secure communication system guarantees verifiable and accurate physician-to-physician communication of CTRs in a timely manner, and it enables ongoing dialogue if questions arise or if clarification is needed. When a Mountain States radiologist has a CTR to deliver, he or she records the message using Nuance’s PowerScribe voice recognition program. The Veriphy system then sends notifications to the ordering physician’s cell phone or pager until the message is listened to in its entirety and closed, and once the message is retrieved, the radiologist receives confirmation. The message receipt also is documented and logged into the system for future reference. The Veriphy team monitors the communication process and escalates notifications when a CTR is not read back within the required timeframe, directly calling the ordering physician to alert them to the outstanding CTR.

Physician Concerns Alleviated

At first, some physicians were concerned that the new CTR communication system would remove person-to-person conversations. But the Veriphy system gives the option to communicate by voice commands or directly with the physician as appropriate. In addition, the Web-hosted system archives the entire communication process, automatically achieving compliance with Joint Commission requirements.

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“We had to educate our medical staff to understand that Veriphy doesn’t leave a message containing the actual CTR, but instead, the message alerts the physician of the CTR. Veriphy automates read-backs of test results and guarantees that all critical values are reported and handled in a timely fashion,” said Frazier.

Improved Reporting for Administrators

Veriphy also supports administrative initiatives with real-time performance measurement tools, increased visibility, and documentation of CTR communications.

No Patient Will Fall Through the Cracks

“With our previous process, we had to manually review all the critical test result reports, analyze mounds of data and develop performance graphs. It was a tedious, time-consuming process, which is now improved by Veriphy’s comprehensive data-tracking,” said Frazier. “Now, with Veriphy, I can immediately detect patterns and trends or generate compliance reports.”

Patient safety is vital to accomplishing Mountain States’ goal of delivering the best patient-centered care to all of its communities. Veriphy’s fail-safe, user-friendly system ensures

Challenge: To standardize the CTR process because Mountain States radiologists rotate between hospitals, so it was imperative to choose one standard technology solution at every Tennessee location.

Solution: After hearing positive word-of-mouth about the solution at RSNA, Mountain States chose Veriphy, Nuance Healthcare’s critical test results management (CTRM) solution.

Results: Radiology routinely use the Veriphy system for all critical values because they know that no patient will fall through the cracks. Mountain States has acceptance from its radiologists and is continuously educating its medical staff on the use of the Veriphy tool.

Mountain States is in its third month of using Veriphy and recently had a very successful Joint Commission inspection. Critical results were reviewed in detail by the surveyor. The organization has already submitted the CTRM solution in its budget for the Virginia facilities.

consistent CTR communication for optimized patient safety. “Radiologists routinely use the Veriphy system for all critical values because they know that no patient will fall through the cracks. We have acceptance from our radiologists and are continuously educating our medical staff on the use of the Veriphy tool. We are in our third month of using Veriphy, and we recently had a very successful Joint Commission inspection. Critical results were reviewed in detail by the surveyor. We’ve already submitted the CTRM solution in our budget for the Virginia facilities,” said Campbell.

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

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