



Veriphy™

Newark Beth Israel Medical Center Uses Veriphy Solution to Reach 90 Percent Compliance on All Highly Critical 60-minute 'Red' Test Results

Newark Beth Israel Medical Center is a 673-bed non-profit, teaching hospital that serves the northern New Jersey metropolitan area. To ensure that patients receive the best care possible, the hospital invests in technologies that improve communication, workflow and other elements critical to patient care and safety. In 2008, the hospital decided to replace its manual, carbon paper process for delivering and documenting critical test results (CTRs) from radiologists to ordering clinicians, and chose Veriphy, the critical test result management (CTRM) solution from Nuance Healthcare. Veriphy met the hospital's needs while ensuring Joint Commission compliance.

Natural Step for Enhancing CTR Communication

Veriphy was a natural step for Newark Beth Israel because it had earlier implemented RadWhere, a speech recognition solution from Nuance Healthcare. RadWhere improved workflow and productivity for the hospital's radiology department, which reviews more than 150,000 imaging exams annually, by integrating RIS, PACS and other radiology systems. Newark Beth Israel's success with RadWhere drove the decision to implement Veriphy, known for its user-friendliness and guaranteed communication of CTRs.

"We wanted to enhance our critical test result communication process and meet Joint Commission requirements, and we saw that Veriphy's fail-safe, Web-hosted system would fully accommodate our needs and support our closed-loop radiology objectives," said Tomas Gregorio, vice president, chief information officer and champion of driving technological advancements at Newark Beth Israel Medical Center. "Veriphy's simplicity, instantaneous documentation and built-in escalation process made this purchase a no-brainer."

Highlights

- 673-bed facility generating 150,000 radiology exams per year
- Fully integrated with the RadWhere reporting system
- 90% compliance goal for all 60-minute red CTR's
- Positive impact on Resident and Physician workflow with increased productivity
- Dramatic improvements in accurate documentation and patient safety



“Veriphy prevents critical findings from slipping through the cracks, and the system is so easy to use that acceptance has been very high. From an administrative standpoint, this has been one of the smoothest deployments at Beth Israel, and Nuance’s ongoing support is first-class.”

—Edmund Sulkowski

*RIS/PACS Integration Team Leader, IT & Services Division
Newark Beth Israel Medical Center*

Notification Escalation Process Ensures Timely Patient Care

When a radiologist identifies a CTR, he or she can launch Veriphy from within RadWhere, record the time-critical diagnostic assessment, and send the message to the ordering clinician. Veriphy’s secure communication system then sends notifications to the ordering clinician until the message is listened to in its entirety and closed, essentially verifying the receipt as well as documenting the voice communication for audit and survey requirements. At Newark Beth Israel, red alerts signify the most critical results and require responses within 60 minutes, while yellow alerts are less critical and must be handled within 2 to 3 days. If a red alert is not listened to and closed within 60 minutes, a notification escalation process

begins; the Veriphy call center reaches out to the ordering clinician every 20 minutes to alert them to the outstanding message until they completely listen to the message. This process eliminates the time-consuming and manual process of calling each ordering clinician and guarantees timely patient care decisions are made because CTR messages are always heard.

Enhanced Document Accuracy and Detail

“Since deploying Veriphy we’ve seen dramatic improvements in accurate documentation, which makes attaining our 90 percent compliance goal for a 60-minute red alert threshold more of a reality. Veriphy instantaneously starts the communication process and removes the message-tracking burden from radiologists so they can focus on their core initiatives,” said Stephanie Spencer, administrative director of Newark Beth Israel’s Department of Radiology. “As a teaching hospital, having detailed records from the Veriphy system enables our attending physicians to explain procedures, processes and care decisions to residents with time-stamped examples. The Veriphy system supports our high patient care and safety standards and illustrates this point to our students.”

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Ease-of-use Leads to Higher Acceptance and Radiologist Satisfaction

During their month-long administration rotation, senior emergency medicine residents check Veriphy records each morning and handle any yellow CTRs that may be pending because of shift changes. Because of Veriphy’s automatic message tracking, no pending CTR alerts are ever lost or forgotten.

“Veriphy prevents critical findings from slipping through the cracks, and the system is so easy to use that acceptance has been very high. From an administrative standpoint, this has been one of the smoothest deployments at Beth Israel, and Nuance’s ongoing support is first-class,” said Edmund Sulkowski, RIS/PACS integration team lead in Newark Beth Israel’s information technology and services division. “Nuance’s Veriphy team fully maintains the system and the database of clinicians, which changes often, and the seamless integration with RadWhere makes everything available at our radiologists’ fingertips. This makes a big difference in their satisfaction and positively impacts workflow.”

Challenge: To enhance BI’s critical test result communication process and meet Joint Commission requirements.

Solution: Veriphy’s simplicity, instantaneous documentation and built-in escalation process made this purchase a no-brainer.

Results: Since deploying Veriphy, BI has seen dramatic improvements in accurate documentation, which makes attaining its 90 percent compliance goal for 60-minute red alert threshold more of a reality.

The Veriphy system supports BI’s high patient care and safety standards and illustrates this point to its students.

Effectively communicating CTRs is a significant challenge for hospitals. Almost 12 billion tests occur in U.S. hospitals annually, generating 2 million to 3 million calls daily from radiology, laboratories, pathology and cardiology to ordering clinicians, nursing units and care teams. While CTRs typically account for only a small fraction of the output of a hospital radiology or cardiology department, they pose the highest threat to patient safety. Veriphy ensures that these non-routine or unexpected findings are delivered to the right clinician at the right time, and Newark Beth Israel’s adoption of Veriphy shows that they put patient safety first.

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

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