

# Einstein Healthcare Network conquers radiology's 'Achilles heel' through critical test results solution

## Challenge

- Improve patient safety and care
- Achieve quality enhancement for practice
- Obtain exceptional closure rate

## Solution

- PowerScribe® 360 Critical Results

## Results

- Achieved 99%+ closure rate by clinician within 3 days for significant results
- Incontrovertible results for CTR documentation and tracking
- Decreased physician interruptions and streamlined workflow

## Summary

Einstein Healthcare Network is a private, not-for-profit organization that encompasses three hospitals and multiple outpatient centers throughout the greater Philadelphia region. Guided by its mission to provide exceptionally intelligent and responsive healthcare and education for as many as they can reach, Einstein's radiology department implemented PowerScribe 360 Critical Results in 2005 when it became clear that being without this type of technology was a patient safety issue.



“Being without a secure, trustworthy and verifiable communication method for test results was a patient safety issue. PowerScribe 360 Critical Results finally helped us conquer radiology’s Achilles heel.”

Dr. Terence Matalon, FACR FSIR, Chairman Department of Radiology at Einstein Healthcare Network

### Putting patients first

Before implementing PowerScribe 360 Critical Results there was only one way for Einstein’s physicians to ensure that each critical test result was received – manually. With three hospitals, including a Level One Trauma Center, and multiple outpatient facilities that complete approximately 380,000 exams each year, this manual process was nothing short of cumbersome. However, Einstein’s physicians were committed to putting patients first.

“If there was a finding that could change management for a patient, I would stay on the phone and drive through every layer to make sure I communicated that message right then and there,” said Dr. Terence Matalon, chairman, department of radiology at Einstein. “I would not relent until I made sure that I had closed that loop.”

While Dr. Matalon and the other physicians did their best, manually communicating these findings was challenging, and posed restrictions out of their control that ended up affecting both patients and physicians. In fact, Dr. Matalon called it the radiology department’s “Achilles heel.” That is, until 2005 when Einstein implemented PowerScribe 360 Critical Results.

### Conquering the impossible

In the early 2000’s there was no government mandate that required healthcare facilities to provide evidence on how they communicated critical test results. Instead, Einstein implemented PowerScribe 360 Critical Results solely to achieve quality enhancement within its practice and provide its patients with better care.

Quickly, physicians began to realize that not only did this new solution track and guarantee each critical test result, it was also a timesaver, had a positive impact on workflow, and provided them with freedom and flexibility that they had never experienced before.

“We still send out a high volume of messages, about 900 messages a month, but with PowerScribe 360 Critical Results I no longer have to worry. Each message is tracked securely,” said Dr. Matalon. “In addition, the receiving physicians can pick up messages when they choose, which means no more phone calls constantly interrupting surgeries or patient appointments. Overall, it is a benefit for all involved.”

### A decade of success

In the 10 years since implementing PowerScribe 360 Critical Results, Einstein was able to go from a relatively low closure rate to a 99% closure rate for a majority of their exams, most within three days. Despite some early concern by referring physicians, the overwhelming assessment now is that the system has improved the overall quality and safety of their patients.

Furthermore, as an early adopter, Einstein has benefited from Nuance’s product advancements, including mobile accessibility. Today, Einstein’s physicians can receive critical test results anywhere, at any time, on their phones and tablets, which has helped improved the facility’s closure rate even more. And when the Joint Commission added the communication of critical test results to its National Patient Safety Goals in 2002, Einstein was already well prepared.

Ultimately, Dr. Matalon said, “It was our decision. From the beginning we were committed. We were not going to compromise on what we thought was quality care.”

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, compliance and patient care, please call 877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/healthcare).

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