

# Streamline communication and enhance collaboration with PowerConnect™

Optimize efficiencies through a contextually aware platform.

As hospitals and health systems focus on increasing efficiency, radiologists struggle to do more with less and find new ways to demonstrate their value. Rapidly rising healthcare costs, an evolving reimbursement model, incessant interruptions, and physician burnout are all contributing to the mounting pressure to be more effective.

## Real-time communication and collaboration

PowerConnect solutions provide time-saving, in-context communication that help eliminate distractions, reduce inefficiencies, and streamline interaction. Through a contextually aware platform, users have the option to automatically associate instant messages with the active patient exam being viewed. This makes essential information immediately available and helps to prevent typos associated with manual entry of patient or exam information. Allowing radiologists to communicate in real-time supports a more natural workflow while improving accuracy and overall case quality.

For example, if radiologists have technical questions or want to consult with a colleague, they can send an instant message with an embedded link to a specific study. In a single click, the consulting radiologist can launch and view the images and respond quickly and easily within an integrated chat window.

## Closing the loop on actionable findings

Poor communication is one of the leading factors in medical malpractice. To help mitigate these issues, actionable and critical findings must be communicated to ordering clinicians so that timely, appropriate care can be delivered, and the right follow-up recommended. Additionally, these communications need to be documented and tracked for accreditation purposes.

PowerConnect solutions offer a powerful option to reduce time spent making and tracking calls manually, enhance department communication, improve ordering clinician satisfaction, and satisfy audit requirements. By helping to ensure the notification loop is closed, this solution facilitates “the last mile” for radiology and helps meet national patient safety goals.

## HIGHLIGHTS

- **Provides streamlined communication** options that can be managed with ease.
- **Promotes collaboration** and supports consultations without obtrusive phone calls or in-person visits.
- **Reduces distractions** and limits the effects of interruptions that may affect performance.
- **Saves time** with in-context communications that eliminate the need for manual searches.
- **Automates compliance** with Joint Commission, ACR, and CAP.
- **Tracks and documents** communication of critical results and actionable findings.
- **Enhances patient safety** through prompt communication.
- **Boosts productivity** of radiologists and ordering clinicians.
- **Improves security, reliability, and access** to updates with Microsoft Azure, a HITRUST CSF-certified hosting infrastructure.

When a radiologist creates a message within PowerScribe, PowerConnect offers options that alert the ordering clinician of a pending result on his or her preferred device. This automated process helps care teams facilitate prompt, appropriate treatment, and improved outcomes. The entire communication sequence is automatically documented, and easy-to-use dashboards and reporting tools provide detail to monitor and support audit and compliance requirements. A Microsoft call center offers 24X7 support to monitor escalations and assist with follow-up and closure.

### **Support multiple finding types**

Beyond urgent findings that require prompt action, the solution platform accommodates other notification scenarios and findings types, including call reports for non-critical findings, STAT alerts, stroke protocol notifications, and line malposition alerts.

### **Support quality and accuracy**

PowerConnect solutions provide value-added communication and quality workflows through an integrated launchpad and single starting point for initiating ancillary workflows and applications such as call-desk requests, technical quality assurance, ED preliminary reads, peer learning, and more.

For example, if emergency room staff perform a preliminary read, they may indicate a result of "normal." However, when a radiologist performs the final read, he or she will verify the results. In the event of a discrepancy or if an additional incidental finding is identified, PowerConnect's configurable workflows can relay the additional findings back to the emergency department to close the loop on these communications.

### **Get the right message delivered at the right time**

PowerConnect communication solutions integrate with PowerScribe reporting solutions to bring test result and notification management directly into the reporting process. Instead of stopping to make telephone calls, radiologists can initiate findings and other communications directly from their workstation. With deep integrations across the diagnostics portfolio, users can track pending or overdue follow-up recommendations, helping to minimize the risk of recommendations falling through the cracks.

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