Baptist Health South Florida optimizes radiology workflow and streamlines communication.

PowerScribe 360 Workflow Orchestration and communicator palette create powerful combination for radiology team.

Summary

The team of more than 70 radiologists at Baptist Health South Florida have come to rely on a powerful suite of solutions that includes Nuance PowerScribe 360 Workflow Orchestration and the communicator palette from Primordial Innovation Lab, now a part of Nuance Healthcare. These solutions are working together to streamline workflow and communication throughout the radiology department, making it easy to manage the complexity of Baptist Health radiologists’ schedules,
“Right from the start, we realized Workflow Orchestration was solving problems we didn’t know we had. We could truly create a workflow that accommodates what I am doing that day, rather than being confined to what the system is able to perform.”

Dr. Jonathan Messinger, Medical Director of Imaging Informatics, Baptist Health South Florida and Chief of Radiology, South Miami Hospital

balance workload and assignments, and optimize reading efficiency with flexible worklists. As a result, Baptist Health South Florida’s radiology team has been able to increase its output by more than 25%.

Every year, Baptist Health South Florida cares for more than 1.5 million patients at its 10 hospitals. With approximately 19,500 employees and more than 3,000 affiliated physicians, Baptist Health has earned a national and international reputation for providing world-class healthcare. Its commitment to excellence means offering an extensive range of medical, surgical, and technological services, including more than 20 imaging centers that generate more than 1 million radiology exams every year.

Dr. Jonathan Messinger is Medical Director of Imaging Informatics at Baptist Health South Florida, and Chief of Radiology at South Miami Hospital. “We need reliable systems that will have a positive impact on our existing needs and workflow. At the same time, we don’t want simple, static products that solve only the challenges we face today; we look at partners we can grow with, ones who can help us look at the future and prepare for it, and adapt with us as our needs change,” explains Dr. Messinger.

When Baptist Health was ready to upgrade its first-generation PACS, Dr. Messinger became aware that software providers were implementing workflow and communication tools into their products to make things easier for radiologists. “We had the idea that maybe there was more we could do than a simple worklist to read down a list of cases,” he says. “In addition, the health system wanted a single solution partner, one that would easily integrate with other solutions we already had in place, almost like adding apps to your smartphone.

And then we were introduced to Workflow Orchestration, and we stopped looking at options.”

**Key benefits**
- Optimized reading efficiency with flexible worklists
- Increased productivity with intelligent assignment, resource balancing, and interruption handling
- Seamless integration with your PACS, viewers, EMR, and departmental IT systems
- Improved patient care with prioritized exams and access to complete patient data
- Enhanced radiology workflow with integrated PowerScribe 360 capabilities

**Intelligent worklist control center drives efficiencies**
For organizations like Dr. Messinger’s, PowerScribe 360 Workflow Orchestration streamlines the radiology reporting process. Flexible filters enable intelligent exam assignment and load balancing based on specialty, subspecialty, schedule, physician preference; and the solution ensures the right resource reads the right study at the right time. Advanced workflow modules support technologist, resident/attending, teleradiology, and communication/collaboration workflows, all from a single integration point to optimize the diagnostic process.

Once Baptist Health implemented Workflow Orchestration, Dr. Messinger notes, the radiologists’ worklists became more robust, and they no longer needed to do the “filter hopping” between multiple lists that was once a tedious part of everyday work.
“If I have a case open, I can instant message other resources who are working within the solution, and, by sharing a link to the case, we can communicate in real time about that case, and all that communication remains linked to the case.”

Dr. Jonathan Messinger, Medical Director of Imaging Informatics, Baptist Health South Florida and Chief of Radiology, South Miami Hospital

Furthermore, because the ability to adapt and grow with Baptist Health is an essential feature of any working relationship, Dr. Messinger points out that he “had easy access to the product development team. They were eager to work together with us to continue making the worklists even more robust and therefore create a workflow that’s even more powerful. For example, we have been able to integrate our own peer review process into the workflow, as well as QA processes for our techs,” adds Dr. Messinger.

**A virtual call center minimizes distractions for Baptist Health radiologists.**

Interruptions are a given for any team of radiologists, and the situation is no different at Baptist Health. “We get phone calls nonstop,” says Dr. Messinger. “Referring clinicians, techs, floors, nurses, protocol questions for safety, the need for contrast. Over the course of a shift, it can become very distracting,” and so the communicator palette from Primordial Innovation Lab has become an essential addition to PowerScribe 360 Workflow Orchestration.

Using the communicator palette, Baptist Health has established a virtual call center to automate the phone calls and diminish distractions. Today, the team has a strong workflow process that’s based on communication flowing through the virtual call center, taking advantage of every resource available within the health system and decreasing wait times when answers are needed. Additionally, “the beautiful thing is that these communications are linked to the examinations, and a lot of that information can be recorded and then be available for data mining,” Dr. Messinger adds.

And should a question arise about a particular case, Dr. Messinger notes that the communicator palette makes it simple to collaborate with colleagues.
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Looking ahead with an evolving partnership
Dr. Messinger notes that he looks forward to exploring the role artificial intelligence and machine learning will continue to play for Baptist Health South Florida, and how they could have a positive impact on the radiology team’s workflow. In the near-term future, he concludes, “We’re pushing the limits of Workflow Orchestration, discovering what the solution is capable of and how we can harness that for our own workflow benefit. Our relationship with Nuance has truly been fantastic, and we are really excited about how the new partnership between Primordial and PowerScribe will open doors for further integration of these two tools we depend on every day.”

To learn more about Nuance Healthcare solutions, please call 1-877-805-5902 or visit nuance.com