Foundation Radiology Group delivers fast, quality reporting to nearly a dozen states

Challenge
– Improve quality and accuracy of reports
– Streamline workflow
– Reduce turnaround time

Solution
– PowerScribe® 360 Reporting
– PowerScribe® 360 Critical Results

Results
– Consistently provide accurate and quality reports
– Improved workflow to efficiently handle over 1 million studies each year
– Significantly reduced average turnaround time

Summary
Foundation Radiology Group is a Pittsburgh-based provider that was founded to revolutionize the practice of radiology in community healthcare settings. Comprised of more than 65 board certified radiologists that cover sub specialties including pediatrics, women's imaging, emergency radiology and more, the group provides over 1 million final reads annually to 30 hospitals across nine states. Unable to deliver superior business and service to these hospital partners without a good reporting tool, Foundation found itself turning to Nuance for a solution.

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"We were unable to deliver our business without a good reporting tool. Therefore, we needed a solution that was flexible and could meet our unique needs. PowerScribe 360 does just that."

Chris Radi, Vice President of Information Technology at Foundation Radiology Group

Finding the perfect fit

Back in 2012, Foundation Radiology Group was on a mission to improve the quality and accuracy of its reporting, reduce its turnaround times and streamline its overall workflow. After looking at vendors throughout the market, Foundation enlisted Nuance and its PowerScribe 360 diagnostic solutions later that year after determining the solution was the best fit for its unique needs.

"We chose PowerScribe 360 because of its strength in voice dictation and reporting," said Chris Radi, vice president of information technology at Foundation. "Since we service 30 different hospital clients, we needed a solution that was flexible and could integrate with many different hospital providers. We compared it to other options in the industry and found that it was the strongest for us."

Improving quality, efficiency and happiness

After implementation, Foundation Radiology Group saw immediate improvements, including enhanced accuracy of reports and significantly reduced turnaround times. Not only did this have a profound impact on the service its clients received, it also impacted the group's radiologists. PowerScribe 360 instantly made their jobs easier, driving a meaningful improvement in physician efficiency and satisfaction.

"Because we have such a high volume of studies each year, every second counts," said Radi. "Therefore, when the system performs better, we see a direct improvement in workstation performance and can see that our radiologists are happier overall."

Improved accuracy, efficiency and turnaround times, however, were not the only benefits PowerScribe 360 Reporting provided Foundation. In fact, templates within the platform helped the group overcome the challenges it used to face with standardizing procedures. Now, Foundation is able to standardize its templates, ensuring that the look and feel of a report is the same for all of its clients. Furthermore, the templates have helped ensure Foundation's radiologists document all required items in their reports in order to meet quality standards.

Leveraging multiple solutions

Throughout the years, Foundation Radiology Group has incorporated many aspects of Nuance diagnostic solutions into its entire radiology workflow, including PowerScribe 360 Critical Results. Through this solution Foundation is able to store all the information about a study in one system, allowing for easy, organized communication between the group's radiologists and referring providers. In addition, the group is looking into PowerShare Image Sharing.

"I am personally excited about the tool because I think it's an opportunity for Foundation to engage our referring providers in a more direct way," said Radi. "Delivering images, reports or annotations through a cloud-based tool could give us additional outreach with our physicians and allow us to continue to build out our communication."

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.

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