

# Elkhart General improves quality and value among its facility and patients

mPower Clinical Analytics easily mines data to showcase outcomes

## Challenge

- Cannot mine data efficiently
- Unable to provide substantial data on outcomes to demonstrate value
- Due to increase in regulatory mandates, are forced to make more quality improvements in the facility

## Solution

- Nuance® mPower™ Clinical Analytics

## Results

- Completed 14 radiology analytic assessments in just 90 days
- Able to quickly produce clinical data to showcase improved outcomes and value
- Increased workflow efficiencies and improved quality of care

## Summary

For more than 100 years, Elkhart General Hospital has served patients throughout Northern Indiana. The hospital's 330 physicians serve more than 19,000 patients per month, and its radiologists read approximately 125,000 exams each year. The hospital has always prided itself on delivering value-based medicine to its patients and has invested in various healthcare IT solutions over the years to stay on the cutting edge. So naturally, as the industry began to shift from fee-for-service to value-based care, Elkhart turned to technology vendors to find a solution that could help its physicians unlock actionable information and clinical data.



“mPower Clinical Analytics has allowed us to demonstrate value in ways we could not previously validate, ... and I can't wait to see the impact that it has on our facility and the future of healthcare.”

Dr. Samir Patel, Radiologist with Radiology, Inc.  
Elkhart General Hospital

### A natural progression

In June 2015, Elkhart General implemented Nuance's mPower Clinical Analytics. The implementation was a natural progression for Elkhart since the hospital had already achieved success with both Nuance's PowerScribe 360 Reporting and Critical Results in previous years.

“One of the reasons Elkhart implemented PowerScribe 360 Reporting in 2012 was so that in the future data mining for outcomes would be possible,” said Dr. Samir Patel, a radiologist whose independent radiology practice group, Radiology, Inc., serves as the provider of Elkhart's radiology services. “There are two big pillars when it comes to imaging: determining the appropriateness of an exam and providing the outcome of an exam. mPower Clinical Analytics now provides us with the opportunity to receive critical data in an efficient format.”

### Improving quality and increasing value

Since implementation, Dr. Patel and his fellow radiologists at Elkhart can now easily mine for data to showcase outcomes. In less than a year's time, mPower Clinical Analytics has already begun helping Elkhart improve its overall quality of care and increase its value to patients.

“mPower Clinical Analytics is helping us truly understand the initial state of every aspect in Elkhart's radiology practice and how we can improve upon it,” said Dr. Patel. “Before, if someone thought we were doing too many of a certain type of exam or that results from a certain exam

were always coming back negative, it was hard to substantiate these claims and determine if a change needed to be made. Now, if someone has a problem, we simply data mine within mPower Clinical Analytics and are able to conclude an answer.”

mPower Clinical Analytics is also helping Elkhart showcase its value to others. For example, the hospital is finally able to see the percentage of inpatients undergoing MRI and CT exams, and what percentage of those exams show acute or significant findings. Dr. Patel explains that if a significant portion of exams are finding positive results, that's incredibly useful information. It illustrates that physicians are monitoring the appropriateness of exams on the front end, and that can be shown to insurance companies, national registries and more to make a case to potentially eliminate the entire inefficient process of pre-authorization of imaging studies.

### Value never stops

Within just 90 days of implementing mPower Clinical Analytics, Elkhart completed 14 radiology analytic assessments that benefited its facility, including improving workflow efficiencies and becoming more proactive. Most importantly, these improvements not only had an impact on the facility but are helping Elkhart's physicians provide better quality care to its patients—Elkhart's priority from the start. Today, Elkhart is using mPower Clinical Analytics to continuously monitor 20 different value initiatives, including critical test results, laterality and gender discrepancies, and PQRS reporting deficiencies in order to showcase the value that radiology brings to the facility and industry.

“mPower Clinical Analytics helps us understand the current versus initial state of many aspects of imaging, continuously monitor events and identify opportunities for improvement, ultimately allowing us to demonstrate value in ways we could not previously validate,” said Dr. Patel. “The data we are able to collect is only going to get stronger from here on out, and I can't wait to see the impact that it has on our facility and the future of healthcare.”

Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organizations globally. Nuance's award-winning clinical speech recognition, medical transcription, CDI, coding, quality and diagnostic imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.

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