

# Radiology Associates P.C. improves radiologists' satisfaction and patient care.

PowerScribe 360 Reporting is PACS vendor's top recommendation as trusted, reliable choice.

## Challenge

- Finding a proven, reliable radiology reporting solution
- Needed scalable solution that can grow and evolve as workload increases over time
- Deployment across multiple facilities

## Solution

- PowerScribe® 360 Reporting

## Results

- Smooth, quick implementation
- Successful transition for all radiologists
- Ability to leverage team of knowledgeable experts
- Saved RAPC hundreds of conversion work hours

## Summary

Radiology Associates P.C. (RAPC) is a premier professional radiology group with a culture of professional excellence, uncompromising technical efficiencies and compassionate care. RAPC is associated with healthcare facilities throughout the Pacific Northwest and Alaska.

RAPC has over a dozen highly experienced subspecialty trained radiologists providing interpretation of imaging exams for over 35 hospitals and clinics. RAPC has progressed from using its in-house PACS system to interpret about 35,000 studies annually, just a few years ago, to well over a half-million studies anticipated for 2016.



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Jeff Blomquist  
CIO, RAPC

### Journey begins with a struggle

In 2013, Jeff Blomquist, CIO, RAPC, was managing a broad initiative to replace the current PACS system with a new PACS system, and to consolidate the PACS solution across all 35 facilities. As part of this initiative, he wanted to standardize the reporting solution with a voice recognition dictation system, and made the decision to go with the product that RAPC was utilizing in other facilities, thinking this was an obvious choice.

When the time came to implement the radiology reporting software, however, RAPC learned that the vendor was no longer selling this product and was selling a new product touted to be better and more powerful.

After six months and expending significant resources, RAPC concluded that this new product would not satisfy its needs. Jeff commented that RAPC was “not inclined to use unproven platforms and applications when it comes to products that directly impact patient care.”

### Solution found at Nuance

At this point, RAPC realized it needed a “life preserver.” In the interim, RAPC had switched to a new PACS vendor, so Jeff asked them for a recommendation for an alternative radiology reporting solution. He was directed to PowerScribe 360 from Nuance.

Jeff reached out to Nuance and met with its account executive, described by Jeff as “outstanding and amazing.” Jeff went on to say the Nuance project manager is “their favorite project manager of all time, and we have hundreds of collective years of experience with

installations.” Jeff added that “she took every question, both simple and complex, and provided an answer every time. She didn’t have to go back and ask someone else. She facilitated everything we requested perfectly.”

### Quick and easy transition for the radiologists

The ramp-up time for PowerScribe 360 was minimal. “On our first day with PowerScribe 360, we were further along than after six months with our previous vendor,” explained Jeff. He added that “the radiologists said it was so easy to move directly into PowerScribe 360 from what they were using before, they love it. They were especially pleased with the ease of correction when ‘training’ the application, which was much more streamlined and efficient than the previous platform.”

### Hundreds of hours saved

Jeff also said, “Nuance was instrumental in facilitating the conversion of our library of approximately 3,000 global and personal auto-texts from our previous platform, saving us hundreds of hours of work.”

### Trusted and reliable partner—today and into the future

Since 2014, RAPC has been using PowerScribe 360 as its trusted radiology reporting solution. Jeff said, “There are very few things we don’t think are outstanding with Nuance,” and he is pleased to share his story with others.

Moving forward, RAPC is in the process of consolidating all its facilities onto its new PACS along with PowerScribe 360. The consolidation is expected to be complete by November 2016.

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.

### About Nuance Communications, Inc.

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