

# Radiology Imaging Associates improves productivity and patient care with evidence-based guidelines and intuitive analytics solution.

## Challenge

- Cumbersome manual process of generating quality metrics
- Reducing unnecessary and inappropriate imaging
- Managing and measuring inconsistent recommendations

## Solution

- Nuance® mPower™ Clinical Analytics and PowerScribe® 360 Reporting

## Results

- Established real-time access to quality and practice standards metrics
- Reduced recommendation rates for additional imaging to less than industry averages
- Decreased time spent generating metrics from weeks to minutes
- Cut costs due to increase in efficiency
- Achieved nearly 100% compliance in radiologists' direct follow up with referring physicians for critical results notification, a Joint Commission national patient safety goal

## Summary

Radiology Imaging Associates P.C. (RIA) is a community-based radiology practice which has served the South Denver area of Colorado for over 40 years. As the leading provider of professional services for diagnostic imaging and interventional radiology in Denver, RIA comprises over 70 highly trained and specialized radiologists. To continue their success and growth in the region, RIA seized the opportunity to use data mining to improve quality, reduce costs, and widen their competitive advantage.



“These analytics reports provide us with a competitive advantage when negotiating new or retaining existing contracts. Competing on quality instead of price allows us to avoid the trap of commoditization.”

Peter Ricci M.D., Chairman of the Board and President of Radiology Imaging Associates

### **Measuring and monitoring metrics**

In the healthcare industry, time is of the essence and hospitals strive to preserve it for both their patients and physicians. However, RIA's existing process required several weeks to generate quality reports and metrics. With millions of free-text radiology reports in their database, locating just a few hundred reports based on certain criteria and parameters was both challenging and cumbersome.

In addition, RIA wanted the ability to monitor quality metrics beyond peer review and turnaround time to ensure consistent recommendations and to improve the patient experience. With the industry moving from volume-based to value-based success, RIA sought out a way to demonstrate quantifiable value and performance.

### **Quality reports at your fingertips**

In 2013, RIA deployed Nuance mPower Clinical Analytics integrated with PowerScribe® 360 Reporting throughout its facilities to improve data mining capabilities. RIA observed immediate ROI in productivity and efficiency. Previously taking weeks to produce, mPower Clinical Analytics now automates and expedites the process of generating quality and productivity metrics and reports.

“We have over 3 million reports in our system, and we can narrow them down based on location and time of service to generate customized reports and dashboards in mPower Clinical Analytics in a matter of seconds,” said Cindy Fisicaro, Director of Business Systems.

RIA publishes these metrics regularly when meeting with hospitals and healthcare payers, allowing RIA to differentiate themselves based on value and quality, not just price. “These analytics reports provide us with a competitive advantage when negotiating new or retaining existing contracts,” said Peter Ricci MD, Chairman of the

Board and President of Radiology Imaging Associates. “Competing on quality instead of price allows us to avoid the trap of commoditization.”

In addition, mPower Clinical Analytics tracks recommendations so RIA can demonstrate that its radiologists are following guidelines appropriate for imaging. To ensure recommendations are consistent, RIA uses structured templates within Nuance's PowerScribe 360 Reporting.

### **Consistency with care**

RIA first began rolling out PowerScribe 360 Reporting in 2012, and today the solution is in 32 of its 34 facilities. Because of PowerScribe 360 Reporting, physicians have national standards and clinical guidelines at their immediate disposal to confidently deliver and justify recommendations.

“Because we use PowerScribe 360's evidence-based guidelines, our hospital partners are not over-imaging because of lack of direction. We, as a practice, are consistent in our recommendations,” said Gabrielle Langlinais, Director of Corporate Compliance and Quality Assurance.

The evidence-based guidelines not only support decision-making, but also improve the patient experience by ensuring that hospitals are imaging appropriately according to national standards.

As the healthcare industry focuses on quality and value-based care, RIA has a competitive advantage with the help of Nuance Diagnostic Solutions to guarantee consistent recommendations, expedite the process of generating quality reports, and measure its own performance for continuous internal improvement.

**Meeting the goals of Imaging 3.0™**

The radiology community is facing numerous challenges and must adopt tools that facilitate the transition from volume-based to value-based imaging. To succeed and fulfill the Imaging 3.0™ imperative, radiologists must address productivity demands while simultaneously adding clinical value to patient care. mPower Clinical Analytics provides the radiology productivity, quality and safety improvement tools that will be crucial for ongoing success. Meaningful and actionable quality, outcomes,

patient safety and productivity understanding can be extracted from the unstructured radiology narrative in your radiology information system (RIS) and electronic medical record (EMR). Complex clinical quality questions can be easily answered, while the customizable analytics tools speed assessment of business performance and clinical quality. The derived intelligence enables competitive dominance through superior services and enhanced revenue, while enabling radiologists to be appreciated as valued participants in improved care delivery.

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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