

# Critical Test Results Management

Automated delivery, management and auditing of critical patient findings.

## Challenge

More than 12 billion tests are done annually, generating 2–3 million calls daily to ordering clinicians from radiology, pathology and other specialties.

In radiology alone, radiologists who rely on manual methods may spend several hours a day communicating critical results and actionable findings to ordering clinicians. Manual processes are hard to track and make it difficult to generate required compliance reports for The Joint Commission and other accreditation agencies.

What can reduce time spent making calls manually, improve ordering clinician satisfaction, satisfy audit requirements, and help meet national patient safety goals?

## Solution

Nuance® PowerScribe® 360 Critical Results is the industry-leading solution for managing critical and actionable findings. It automates delivery, verification of receipt, and documentation of critical test result communications (CTRs). It is a cloud-based solution that works as a stand-alone application or integrated with PowerScribe 360 Reporting.\*

## PowerScribe 360 integration

The Nuance Critical Results solution integrates with PowerScribe 360 to bring critical test results management (CTRM) directly into the reporting process. Radiologists don't need to pick up the phone; instead, they can initiate critical findings communications right from their workstations.

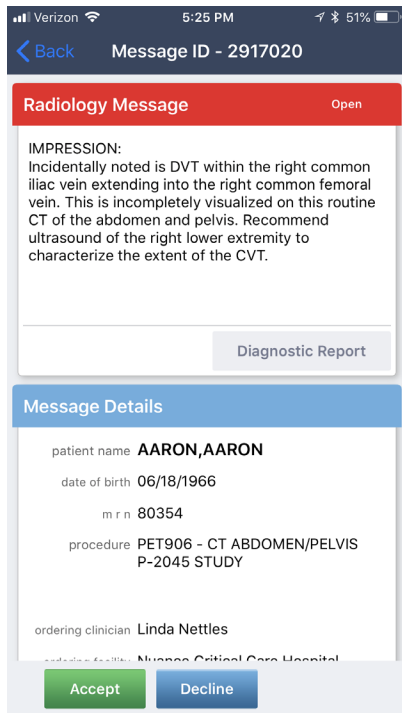
When a reporting clinician creates a message within PowerScribe 360 Reporting, the Critical Results add-on does the rest. It alerts the ordering clinician of a pending actionable finding, indicates the urgency and escalates notification according to pre-set rules. This facilitates prompt, appropriate treatment and improved outcomes. The entire communication sequence is automatically documented to support audit and compliance requirements.

The solution provides administrators with tools for performance and compliance measurement based on established targets for notification turnaround time. Administrators can act quickly, minimizing risk of communication delays and failures.

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## Key benefits

- Automates compliance with Joint Commission, ACR, CAP and other requirements.
  - Enhances patient safety through prompt communication.
  - Boosts productivity of radiologists and ordering clinicians.
  - Enables administrators to act promptly when issues arise.
  - Tracks that critical test results and actionable findings are reliably communicated to ordering clinicians.
  - Provides automatic documentation and archiving.
  - Includes ongoing, personalized attention from a Nuance Client Manager to help with questions, configuration and reporting.
  - Features industry-standard encryption and password protection for full HIPAA compliance.
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### Mobile application

PowerScribe 360 Mobile Clinician allows ordering clinicians to securely receive and respond to critical test result messages while on the go. And with PowerScribe 360 Mobile Bridge (purchased separately), clinicians can view the entire radiology report within the mobile application. A callback feature makes it easy to contact the radiologist or diagnostic specialist to discuss the message if necessary.

### Vendor integration

PowerScribe 360 Critical Results can integrate with third-party communication systems through an HL7 bridge, allowing ordering clinicians to receive and acknowledge critical test result messages from their solution of choice. Acknowledgment and audit information are returned to PowerScribe 360 Critical Results.

For Epic® customers, Epic's message technologies can route critical results messages from

within PowerScribe 360 directly to the appropriate ordering clinician's Epic environment (patient record, inbox or mobile device), and provide message status updates back to PowerScribe.

A bidirectional integration with PerfectServe® allows clinicians to receive and acknowledge messages from within PerfectServe. Proprietary Dynamic Intelligent Routing® delivers messages to the right clinician, based on up-to-the-minute scheduling, unique communication needs, and contact preferences.

### Follow-up communications

PowerScribe 360 Critical Results integrates with Nuance mPower™ Clinical Analytics to send communications for pending or overdue follow-up care recommendations. This helps minimize the risk of recommendations falling through the cracks, and allows radiology to participate in the total care continuum, providing value beyond the initial diagnostic read.

### Connect Live

For cases requiring personal attention, radiologists can use the Connect Live feature to coordinate with an internal resource, who directly manages communication with the ordering clinician. This feature can also be used when a clinician is not profiled in the database, or for clinicians who prefer to receive live vs. automated notifications.

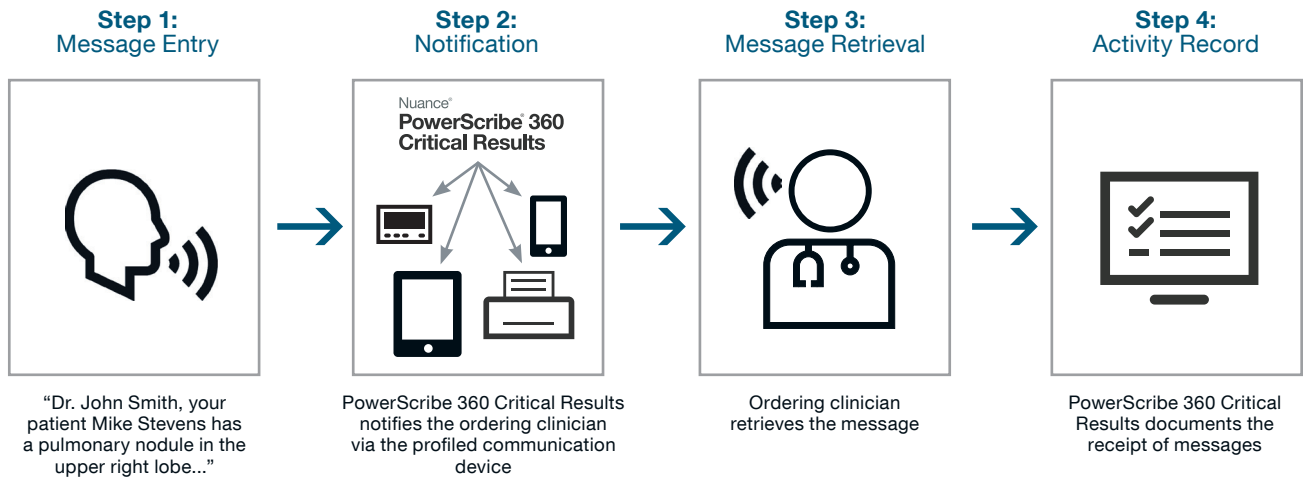
### Document Only

The Document Only feature enables users to create informational messages without actually sending notifications to the ordering clinician. This option is useful for documenting conversations that occur outside the solution and for archiving messages for future reporting purposes.

### Key features

- Creates messages as part of the PowerScribe 360 Reporting process or via desktop.
- Notifies ordering clinicians via their preferred devices that a critical test result is pending, and provides automatic message tracking.
- Supports multiple workflows—Connect Live, Document Only, ER Discrepancy Reporting and Clinical Teams.
- Provides detailed reports that track when messages were received, by whom and when.
- Offers 24/7 Nuance Call Center support to monitor escalations and assist with follow-up and closed-loop communications.
- Supports multisite IDNs with full multifacility functionality.
- Accommodates multiple logins on a single device for clinicians practicing at several facilities, or for clinical teams sharing a single device.
- Stores all messages in a searchable archive for 7 years.
- Provides a web browser interface and message dashboard to view data and detailed reports.
- Integrates with selected EHR and other third-party communication applications to optimize existing processes.
- Adapts to varied clinician preferences and workflows.
- Includes single sign-on capability so users can access the application via their institution's active directory credentials.
- Syncs to institution's referring provider directory to ensure up-to-date provider contact information.

## One message does it all



### Discrepancy reporting

A discrepancy reporting workflow facilitates communicating changes from a previous (preliminary) finding.

For example, if a resident sends a notification to the ordering clinician and the attending radiologist later notes a discrepancy, the attending can generate a new “discrepancy” finding message that is delivered to the ordering clinician. This feature can also be used in Emergency Department and other workflows.

### Clinical teams

Clinical Teams allows groups of clinicians (e.g., services, departments, clinics) to be notified using a common escalation path. This is useful when a fixed device changes hands based on rotation schedules, or in scenarios such as page operator workflows for call centers with access to on-call schedules, or for group notifications to communicate with multiple on-call clinicians. Clinical Teams can be used in both academic and non-academic medical settings with residents, hospitalists, ER teams and private practice clinicians.

### Real-time reporting

The Reports section provides easy access to a variety of reports on compliance, and has passed The Joint Commission’s compliance requirements. The solution stores up to seven years of data, with robust search and retrieve capability on identifiers such as patient name, MRN, date, finding type, reporting and ordering clinician.

### Cloud-based for easy access and management

PowerScribe 360 Critical Results harnesses the robust and secure technology of Microsoft® Azure™, Nuance’s cloud computing partner. As a hosted solution, Critical Results requires no investment in new hardware or software and requires minimal training. It is easy to use, with flexible configurations and optional features that adapt to clinician work patterns.

Ordering clinicians can create their notification profiles online, making it easy to specify their preferred notification protocols.

“The robust integration with PowerScribe 360 Reporting will encourage physicians to use PowerScribe 360 Critical Results. This integration will be an immense aid to users, and ultimately our patients will be the beneficiaries.”

Terence Matalon, MD, FACR, FsiR  
Chairman of Radiology, Albert Einstein Medical Center  
Philadelphia PA

“PowerScribe 360 Critical Results is essential to the practice of value-based medicine. It ensures that we have a closed-looped system to document, track and guarantee that all of our CTRs are received, in return benefitting clinicians, our radiologists and our patients.”

Dr. Samir Patel, Director, Radiology Incorporated Value Management Program  
Board of Directors Member, Elkhart General Hospital

Critical results information is accessible from wherever there is a web connection. A message dashboard shows results for the entire department or individual reporting clinician, providing a single view of all open messages.

**PowerScribe 360 Critical Results: Meeting national patient safety goals**

To meet patient safety goals, communication of critical test results can no longer be left to manual processes. Without a master directory of contact preferences, standard technology to automate both the initial communication and receipt verification, and metrics to

measure performance against goals or standards, healthcare facilities will find it challenging to comply.

Using PowerScribe 360 Critical Results to automate both the documentation and the reporting can dramatically improve an organization’s compliance with reporting and performance standards. This will enable radiology to impactfully contribute to the healthcare value equation and can ultimately improve patient outcomes.

To learn more, please contact us at 1-877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/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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