

# UNIVERSITY OF UTAH HEALTH CARE REDUCES **TURNAROUND TIME** BY 15%



*"Radiologists have been very happy with PowerScribe 360 | Reporting. They can tell that the speech recognition engine is significantly improved, and Nuance is always responsive and helpful. We're delighted with everything."*

—Dr. Richard H. Wiggins, Director of Imaging Informatics, University of Utah Health Care Salt Lake City, UT

## CHALLENGE

- Manage large workloads across multiple sites
- Implement radiology speech recognition reporting
- Seamless integration with enterprise RIS/PACS
- Increase efficiency and productivity
- Support multiple workflows

## SOLUTION

- Convert from PowerScribe 4.7 to PowerScribe 360 | Reporting
- Integrate with RIS/PACS

## RESULTS

- Reduced turnaround time
- Maintained bidirectional PACS-driven and report-driven workflow
- Improved patient care

## SUMMARY

The University of Utah Health Care (UUHC) completes 300,000 imaging exams and generates 20 terabytes of data annually. Filmless services cross every imaging modality and involve an array of high-end technology.

To manage this vast workload across seven clinical sites, UUHC converted from their previous Nuance Healthcare PowerScribe® 4.7 solution to PowerScribe 360 | Reporting. In a few months, the system significantly enhanced overall efficiency and vastly improved exam reporting and patient care.

PowerScribe 360 | Reporting enables radiologists to perform studies at one location and read them at any site throughout the University of Utah Health Sciences Enterprise. Additionally, it allows various workflows: attendings can dictate and finalize studies themselves; residents can dictate preliminary reports before confirming findings with an attending physician; or residents and fellows can view studies with attending physicians before dictating them.

## IMPLEMENTATION

Radiologists wanted to maintain their own unique, bidirectional workflow, which would enable them to view residents' reports or dictate their own cases, switching back and forth seamlessly between a PACS-driven and a report-driven workflow throughout the day. It was essential to maintain the stable bidirectional communication that staff had long enjoyed between PACS and reporting.

## REDUCED TURNAROUND TIME

Overall improvement has been dramatic. Since the system was implemented, the department has generated about 150,000 reports. Most are completed within 45 minutes (a 10-15% reduction in time), due largely to improvements in speech recognition and a resulting decrease in the time required to edit reports.

## BETTER PATIENT CARE

With the reduction in reporting turnaround time, a faster clinical decision is delivered, which provides better quality patient care. "Faster reporting enables faster clinical decisions and quicker discharge. Patients feel they are getting better care and that their physicians are better informed," stated Wiggins.

## IMPROVED PHYSICIAN SATISFACTION AND FINANCIAL OPERATIONS

UUHC expects to realize significant cost savings and improved outcomes as a result of more rapid report turnaround and the faster diagnoses that doctors are able to provide. The Radiology Department has further enhanced the reporting process by utilizing structured reporting to create body part- and modality-specific report templates.

## ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

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