

Critical Test Results Management

Reliable delivery, management and auditing of critical patient findings.

Challenge

Radiologists spend several hours per day, on average, communicating critical results and actionable findings to ordering clinicians. What can reduce the time spent by radiologists making calls manually, improve ordering clinician satisfaction, satisfy audit requirements and improve patient safety?

Solution

Nuance® PowerScribe® 360 Critical Results is the industry-leading solution for critical and actionable findings. It automates the delivery, verification of receipt, and documentation of communications concerning critical test results (CTRs).

A reporting clinician, such as a radiologist, creates a message as part of the PowerScribe 360 Reporting* process and PowerScribe 360 Critical Results does the rest. It alerts the ordering clinician that the CTR is pending, indicates the urgency of the CTR and escalates the notification according to pre-set rules—all while documenting the entire communication sequence to support audit and survey

requirements from organizations such as the Joint Commission.

PowerScribe 360 Critical Results ensures that these communications are completed quickly, ensuring the patient is treated accordingly.

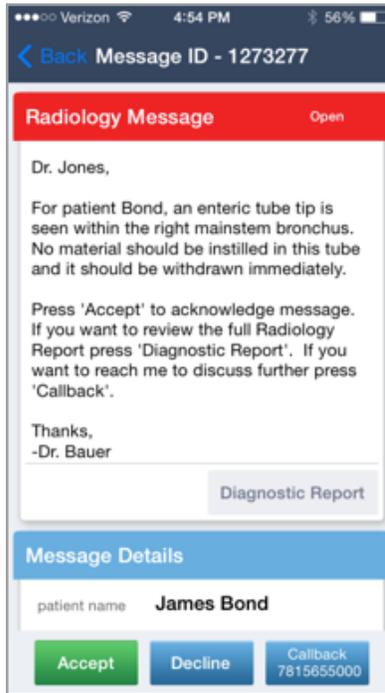
In addition, PowerScribe 360 Critical Results provides hospital administrators with tools for real-time performance measurement. Administrators and clinicians are able to establish performance goals and targets for CTR turnaround time (TAT) and assess compliance. With this kind of visibility, hospital administrators can take action quickly, whenever patients and the institution are at risk due to communication delays and failures.

PowerScribe 360 Reporting

PowerScribe 360 Reporting* integrates with PowerScribe 360 Critical Results to bring CTRM directly into the reporting process. This integration eliminates the need for the radiologist to pick up the phone; radiologists can initiate urgent patient communications right from their workstations.

Key benefits

- Automates compliance with Joint Commission, ACR, CAP, and HIPAA rules.
 - Enhances patient safety measurably.
 - Boosts productivity of reporting and ordering clinicians, enabling administrators to act promptly when issues arise.
 - Ensures critical test results and actionable findings are communicated to the ordering clinician reliably.
 - Provides automatic documentation and archive.
 - 24/7 Call Center support makes sure critical messages are delivered to the ordering clinicians within the compliance period.
 - Provides ongoing and personalized attention from a Nuance Client Manager to help with questions, configuration, and reporting.
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Mobile application

PowerScribe 360 Mobile Clinician allows ordering clinicians to securely receive and respond to critical test result messages easily while on the go. Ordering clinicians have the option to view the entire radiology report on the Mobile application to expedite their review further. The Callback feature allows the clinician to connect with the radiologist or diagnostic specialist quickly to discuss the message, if necessary.

Vendor integration

PowerScribe 360 Critical Results can integrate with the vendor or other third-party communications systems through an HL7 bridge, allowing the ordering clinician to receive and acknowledge Critical Test Result messages from their solution of choice. Clinician acknowledgement and audit information are returned to PowerScribe 360 Critical Results for Diagnostic department tracking and auditing.

Follow-up communications

PowerScribe 360 Critical Results integrates with Nuance® mPower™ Clinical Analytics to send communications for pending or overdue recommendations for follow-up care. This helps minimize the risk of recommendations for follow-up care being forgotten or “falling through the cracks” and allows Radiology to participate in the total patient care cycle and provide value beyond the initial diagnostic read.

Connect live

With PowerScribe 360 Critical Results, the majority of critical test result notifications are communicated automatically, but for cases that require personal attention, radiologists can use the Connect Live feature. Connect Live is available for users that want to communicate a result live with the ordering clinician, when a clinician is not profiled in the database, or the radiologist doesn't know who the message should go to, and for clinicians who prefer to receive live communications vs. automated notifications.

Document only

The PowerScribe 360 Critical Results Document Only feature allows users to create messages without sending notifications to the ordering clinician. This type of workflow is useful for documenting conversations that occur outside of the solution and archiving the message for future reporting purposes.*

Discrepancy reporting

Using PowerScribe 360 Critical Results, healthcare organizations can implement a “discrepancy” findings level to record any changes in the results from preliminary findings. For example, if a resident sends a notification to the ordering clinician and the attending radiologist later notes a discrepancy with that communication, the attending

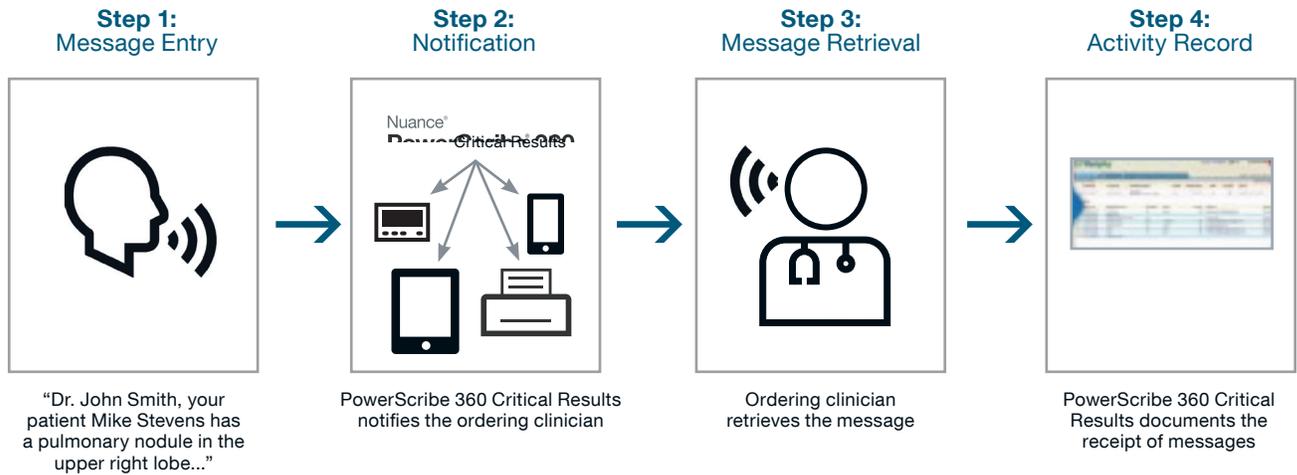
Key features

- Messages may be created as part of the PowerScribe 360 Reporting process or via desktop, phone or supported PACS workstation.
- Notifies the ordering clinician via preferred device, such as a mobile application or the vendor, that a critical test result is pending, and provides automatic tracking of messages.
- Multiple workflows available— Connect Live, Document Only, ER Discrepancy Reporting and Clinical Teams.
- Verifies that the message was received, by whom and when, with Nuance Call Center 24/7 monitoring capabilities.
- Full multi-facility functionality to support multi-site IDNs.
- Stores all messages in a searchable archive for 7 years.
- Provides a Web browser interface to view all data, including detailed administrative and CTR reports.

“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

One message does it all



can generate a new “discrepancy” finding message that is delivered to the ordering clinician. The findings level can be used for other workflow scenarios such as creating and tracking ER discrepancies.

Clinical teams

Clinical Teams allows groups of clinicians (e.g., services, departments, units, clinics) to be notified using a common escalation path. This feature can be used for “passed devices” where a fixed device changes hands based on rotation schedules, location-driven workflows, such as nursing stations, 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, hospitalist teams, ER teams and with private practice clinicians.

Web-based for universal access and management

PowerScribe 360 Critical Results data is accessible from wherever

there is a web connection. The web console gives administrators access to all of the CTRM data.

The message dashboard shows results for the entire department or individual reporting clinician, providing a single view of all open messages.

The reports section enables administrators to build point-and-click reports on critical test and CTR compliance, and has passed the Joint Commission’s compliance requirements. PowerScribe 360 Critical Results stores up to 7 years of clinical data and enables search and retrieve capability using patient name, MRN, finding type, date, reporting clinician and ordering clinician as identifiers.

Because PowerScribe 360 Critical Results is a hosted application it requires no investment in new hardware or software. PowerScribe 360 Critical Results adapts to clinician behavior and work patterns, and requires minimal training.

“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:
Meeting national patient
safety goals**

Communicating CTRs is a major problem for hospitals. There are almost 12 billion tests done annually, which generate 2–3 million calls daily from radiology, laboratories, pathology, and cardiology, to ordering physicians, physicians and nursing units. Communication of CTRs was a manual process with no master directory of contact preferences, no standard technology to automate both the initial

communication and verification of receipt, and no metrics to measure performance against goals or standards.

Nearly two-thirds of all hospitals surveyed by the Joint Commission failed to meet the requirements of the National Patient Safety Goal #2: Improve the effectiveness of communication among caregivers. These hospitals would have met the requirements if they had used PowerScribe 360 Critical Results for CTRM.

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.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#) and [Facebook](#).

