



The IMCO-STAT Solution For Tuomey Healthcare System

Document 4097 Revision A

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The Problem

Tuomey Healthcare System was having a great deal of difficulty moving patients in and out of the Emergency Department in a timely manner. The hospital determined that there was a problem in communicating Radiology results between the Emergency Department and the Radiology Department. Further investigation found that ED Physicians were delaying patient care while waiting for Radiology results. The major roadblock was found to be that the ED physicians did not know when or even if Radiology results were available. This lack of critical patient exam information caused delays in patient care, and also delays in moving patients in and out of the Emergency Department.

The Investigation

Jose Bennett, the PACS Administrator, was given the task of evaluating multiple Critical Test Results Management (CTRM) systems. He was looking for a solution that would fulfill three major requirements. 1) It must be able to interface to Tuomey's existing PACS, RIS or Dictation system. 2) It must also be a product that would be flexible enough to meet Tuomey's needs without adversely affecting the current Radiologists' workflow. 3) The product must provide a cost effective pricing model.

The Solution

IMCO Technologies CTRM solution, IMCO-STAT, was the product of choice. IMCO worked closely with Tuomey to design a solution using existing systems without causing any undue additional work for any of the physicians involved. The solution consisted of interfacing the IMCO-STAT product with the Tuomey RIS. The RIS would provide the patient demographics to associate the alert to the correct patient exam and Radiologist dictation. It was also determined that the Radiologists were using a microphone for dictation with programmable buttons that could be leveraged to enhance the workflow. Each of the programmable buttons on the microphone could be assigned an acuity level that would correspond to the levels of alert acuity as defined by Tuomey Healthcare. The new Radiology workflow consisted of having the Radiologist click on one of the programmed buttons on the microphone after completing the read of every Emergency Department exam. The IMCO-STAT server would then send a message to the Emergency Department physician that ordered the exam. The Emergency Department physician would know immediately that their patient's Radiology exam results were available. He was also provided an acuity level, which quickly informed them if the exam was normal, or if there some findings that needed immediate attention.

This solution worked well to start, and after a short period of time the Emergency Department physicians asked if it was possible to provide a URL link also. (The actual Radiologist's dictation resided in the RIS.) IMCO quickly added this feature to all alerts. The Emergency Department physicians now knew

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when their exams were complete, and could also listen to the dictated report. Shortly after the 1st customized enhancement, IMCO was asked to provide a URL link to the PACS. The URL was quickly added to all alerts generated. This feature gave the Emergency Department physicians the ability to launch their patient's exam into the PACS view from the STAT alert.

The Benefits

The patient turnaround time in the Emergency Department improved immediately. Patients were no longer waiting to be seen by the Emergency Department physicians because of a delay in getting Radiology exam results. The exact improvement will be determined after completion of the next patient satisfaction survey. The Radiology Department also found the system to be very beneficial.

Mr. Bennett was questioned by the Radiology staff about any changes that he had implemented. When he asked what they were talking about, he was informed that they were no longer fielding multiple calls from the Emergency Department each shift looking for radiology exam results. His further investigation determined that the Radiology staff spent approximately 45-60 minutes per shift answering phone calls from the Emergency Department for exam information. With the use of IMCO-STAT those phone calls were no longer being made, allowing Radiology/Emergency Department staff to perform other tasks.

About IMCO Technologies

IMCO Technologies is celebrating its 21st year as an innovator in the information management marketplace. IMCO produces, sells and services software solutions in hospitals, imaging centers, radiology reading groups and clinical laboratories. Product development centers on the principles of; 1) ease of use, 2) system configurability and modularity, 3) fast performance, 4) affordability, and 5) adherence to industry standards.

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