

Baptist Health South Florida improves patient care through meaningful reports.

Challenge

- Improve quality reporting
- Increase hospital's competitive advantage
- Improve efficiency and decrease average turn-around time

Solution

- PowerScribe® 360 Reporting

Results

- Successfully produced quality reports that perfected the quality of patient care
- Increased efficiency boosted hospital's competitive advantage among imaging centers
- Reduced average turnaround time from days to hours

Summary

Baptist Health South Florida is a multihospital health system throughout the South Florida area. Comprised of six hospitals and approximately 20 urgent care outpatient centers, the health system treats more than 1 million patients per year. With the radiology industry shifting dramatically over the last several years, Baptist Health chose to embrace new technologies available to better serve its patients. By electing to implement PowerScribe 360 Reporting in April 2014, the health system embarked on a mission to improve its efficiency and the quality of its radiology reporting. However, that was not all. Baptist Health was also determined to translate those enhancements into better patient care overall.



“PowerScribe 360 Reporting has allowed us to improve not only the quality of our reporting, but it has allowed us to analyze those reports, mine the data and learn from what we are reporting on, ultimately making a more meaningful report.”

Dr. Jonathan Messinger, Neuroradiology physician at Baptist Health South Florida

Feeling constant pressures

Before implementing PowerScribe 360 Reporting, Baptist Health was running on a regular transcription-based dictation system for its radiology reporting, which was a manual, inefficient process. Meanwhile, its emergency room volume was greatly increasing, putting Baptist Health’s radiologists under constant pressure since the efficiency of their reports had a direct impact on whether physicians needed to discharge patients, keep them for the short term or admit them.

Furthermore, the hospital was facing competitive pressures from local imaging centers that boasted extremely short turnaround times—an appealing factor to patients looking for better care. After implementing PowerScribe 360 Reporting, Baptist Health knew that it had succeeded in changing the overall experience for both physicians and patients for the better.

“PowerScribe 360 has given us the ability to turn these reports around in a short amount of time,” said Dr. Jonathan Messinger, neuroradiology physician at Baptist Health South Florida. “I have interesting situations where I call a physician and he will say, ‘When is that report available?’ and I will say, basically right now—I was just waiting to find out who I was going to speak to.”

Better serving patients

While improved efficiency has led to increased physician satisfaction, Baptist Health also credits PowerScribe 360 Reporting for improving its overall patient care and outcomes. In fact, the solution enabled the health system to not only improve the quality of its reporting, but take it to the next level by analyzing trends, mining data and making each report actionable.

“As radiologists, we are now able to make more meaningful, structured reports,” said Dr. Messinger. “And while we still provide referring physicians with relevant results to what they are looking for, we also use the data to deliver high-level advice on ways they can better treat their patients going forward—which is the ultimate goal.”

Additionally, as patients become more involved in their own healthcare, it’s imperative that all medical information is easily accessible, whether it’s labs, notes from physicians, radiology reports or radiology images. Ultimately, by providing more relevant information back to physicians through PowerScribe 360 Reporting, Baptist Health’s patients are able to view results, become more informed and engage deeper in their care.

Achieving outcomes

Immediately after implementing PowerScribe 360 Reporting, Baptist Health South Florida has been able to take on an exponentially higher amount of studies than ever before, all while maintaining its high level of efficiency. In fact, it’s been able to reduce its turnaround time from days to hours, giving the health system a tremendous advantage, both within the health industry and in patient care. Lastly, PowerScribe 360 Reporting has helped place Baptist Health back on the same playing field with the imaging centers in the area that often compete for the same patients.

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