Headwaters Health Care Centre reduces risk of radiology reporting errors.

Advanced Data Integration enables accurate, automatic transfer of measurements from imaging devices.

Challenge
– Manual entry of imaging device data had potential to introduce errors to radiology reports
– Process of entering imaging data was time-consuming for busy radiologists

Solution
– Nuance® PowerScribe® 360 with Advanced Data Integration from PACSgear ModLink by Hyland

Results
– 25% reduction in time required for radiologists to generate imaging reports
– Improved accuracy and confidence in quality of ultrasound reports

Delivering an exceptional patient experience
Headwaters Health Care Centre is on a mission to optimize the health of its community of Orangeville, Ontario (Canada). A midsize acute and complex care facility, Headwaters offers a complete range of inpatient and outpatient services, including a busy diagnostic imaging department. Headwaters is one of the first PowerScribe 360 customers in Ontario, and its radiologists have been utilizing Nuance speech recognition technology to complete their clinical documentation with speed and accuracy. Until recently, however, inputting imaging device data required a manual re-entry process.

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> "We're seeing that the radiologists are including more measurement detail in their final reports simply because these values are now mapped and available to auto import. Having the additional data included on the final report can only have a positive impact on patient care."

Lisa Kelly, Applications Specialist
Headwaters Health Care Centre, Ontario, Canada

Lisa Kelly, Applications Specialist for Headwaters, has nearly three decades of healthcare industry experience, and today supports the organization's electronic health records (EHR) system, MEDITECH, and Nuance speech recognition technologies, all of which are of particular importance to the diagnostic imaging department.

"The ultrasound technologists had a paper worksheet they would use to manually collect the required values. The worksheet was then scanned and attached to the PACS as an image, so the radiologists then needed to look at the technologists' values, and then dictate that value for the report," explains Kelly. Not only was the process time-consuming, the radiologists believed it carried the risk of errors being introduced to final reports.

"When you're talking about patient safety," says Kelly, "even one error is too many." So when Kelly participated in a presentation where another healthcare organization had implemented the Advanced Data Integration solution to PowerScribe 360, she was interested in how that could have an impact on processes at Headwaters.

Nuance has partnered with PACSgear ModLink to craft a solution that automatically transfers and normalizes structured report measurements from imaging devices directly into PowerScribe 360. For Headwaters, that has meant radiologists would no longer be required to manually re-enter measurements coming from the ultrasound modality into their final report, ultimately reducing reporting errors by automating data transfer.

Advanced Data Integration promises accuracy, consistency, and 25% less time dictating
Kelly and the Headwaters team of ultrasound technologists partnered with Nuance to plan a successful implementation. "We started by creating a naming convention that easily identified each value field and mapped only those that the radiologists would include in the final reports. We also had a series of technical calls to set up imports from our ultrasound and bone density modalities to get the data to flow through ModLink. We were pleasantly surprised by the simplicity of the entire setup process," comments Kelly, who went on to say that the radiologists were also pleased they had options for working with data.

"Some of our radiologists prefer millimeters, others prefer centimeters. It was easy to program their preferences, and allow them to build in their own autotext and custom fields," she notes.

As the radiologists have begun to complete reports with the Advanced Data Integration capability, Kelly says, "The most important element is that they can trust the accuracy of the values. Today, the value simply populates into the autotext and away they go. Radiologists are no longer required to spend additional time verifying measurements for certain specific studies, which is not only saving a lot of time, but improving the accuracy of the patient information."

Chief Radiologist Dr. Dan Mozeg concurs: "For specific studies, we are seeing our dictation time reduced by approximately 25% today, and the reports are more accurate. The Advanced Data Integration feature means our reports are more accurate because it's eliminating recognition errors with measurement values, which of course improves patient safety."

As a result of the data now being automatically included, clinicians are creating more comprehensive and consistent reports. "For certain specific studies, our reports now contain more quantitative measurement values, which allows for accurate longitudinal comparisons, and we're providing more information on a consistent basis, rather than simply reporting abnormal values," Dr. Mozeg says.

He concludes, "Our reports have become more standardized, as the radiologists are using more templates when interpreting ultrasound and bone density exams. Overall, we're very happy with the Advanced Data Integration solution, and support it 100%."

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