

At a Glance

Organization

Baptist Health
Little Rock, Ark.

- Eight hospitals
- Six outpatient imaging centers
- 315,000 imaging studies per year
- 6,000 referring physicians
- 38 radiologists (contracted reading group)

Solution Spotlight

- Horizon Medical Imaging™

Critical Issues

- Limited access to medical images
- High turnaround times for radiology reports to referring physicians

Results

- Created the ability to share patient images regardless of where the patient is seen
- Reduced radiology report turnaround times
- Streamlined processes so high-priority studies can be turned around almost immediately

Baptist Health Enhances Patient Care with PACS

As the largest health system in the predominantly rural state of Arkansas, Baptist Health needed to position itself to meet the needs of smaller communities and to stay competitive. Without digital imaging, a question or concern about a patient radiology procedure in the emergency room (ER) led to the transfer of the patient to a definitive-care hospital, a costly and often unnecessary process. With the implementation and integration of Horizon Medical Imaging™, a picture archiving communication system (PACS) from McKesson, radiologists can now read studies in real-time from any location, eliminating the need for unnecessary patient transfers. The new system has also cut radiologist report turnaround time by more than 66%. More importantly, the ability to diagnose patients on the spot and share those results throughout the entire enterprise has improved the way Baptist Health clinicians deliver medicine.

Challenges

Baptist Health is the largest not-for-profit healthcare organization in Arkansas, with eight hospitals and six outpatient imaging centers that perform and read 315,000 studies per year. The health system's scale has created challenges, especially in the smaller rural communities with the distance between facilities

spanning as much as 150 miles. Without a digital imaging system to share patient images and reports, ER physicians had no way to conduct an online consult with Baptist Health radiologists. This situation meant that patients often had to be transferred to another hospital to resolve radiology questions.

When other hospitals in its area began offering digital mammography, Baptist Health knew it was time to keep pace. "Our radiologists had a single stand-alone digital mammography modality and could only view images from that specific off-site imaging center," explains Gerald Raymond, PACS administrator, Baptist Health. "Nothing was integrated or shared with our network of 6,000 referring physicians, but our competitors were starting to automate with digital mammography. It was clearly time to upgrade our imaging environment."

Answers

Baptist Health formed a PACS selection committee across the health system that included radiology directors, IT network analysts, radiologists, technologists, engineers and senior leadership. Vendors came on-site to demonstrate their imaging solutions, and the search was narrowed to three based on functionality. McKesson ultimately

Case Study

"In today's medical imaging market, McKesson is above all the rest in service and support ..."

Gerald Raymond

PACS Administrator

Baptist Health

won the business because of its superior installation and integration processes.

"With an integrated solution to support our PACS-driven workflow, McKesson was the best fit for us," says Raymond. "But, what really stood out was their commitment to service and support. In today's medical imaging market, McKesson is above all the rest in service and support — that was the deciding factor for me."

With an immediate need to bring digital mammography live, Baptist Health put McKesson's service team to the test. In response, McKesson developed a tailored deployment solution to meet the healthcare provider's timeline and needs.

With Horizon Medical Imaging live, the issues caused by the physical distance between facilities disappeared. Radiologists have a common worklist so they can read all studies from any location throughout the system. If an ER physician needs a consult with a radiologist, the two can review the study simultaneously while conferring by phone. In addition, with real-time video streaming of ultrasound procedures, the sonographer and radiologist can link up by phone. The radiologist can observe on the PACS as the

sonographer scans a patient 75 miles away and then collaborate on next steps. It's as if the radiologist is actually physically conducting the exam with the sonographer.

Results

Using Horizon Medical Imaging, Baptist Health has changed the way clinicians practice medicine. Patients no longer need to be transferred from one facility to another solely for radiology purposes. Improved workflow has resulted in a significant reduction in radiology report turnaround time. High-priority studies can now be turned around quickly. More importantly, the ability to share results throughout the health system has sped diagnosis and greatly enhanced patient care.

"Radiologists love the McKesson system because it's easy-to-use, integrated with the rest of radiology, and helps improve patient care," says Raymond. "As the PACS administrator, I love it because images load quickly, and moving and merging images is seamless. What I like best about McKesson's PACS is its user functionality and its ability to integrate with multiple applications and different modalities vendors."

McKesson Provider Technologies

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