

## Camden-Clark Memorial Hospital Improves Access to Information, Patient Care with PACS

### At a Glance

#### Organization

Camden-Clark Memorial Hospital  
Parkersburg, W.Va.

- 340 beds
- 150 physicians
- 13,000 annual inpatient visits
- 290,000 annual outpatient visits
- 160,000+ annual radiology studies

#### Solution Spotlight

- Horizon Medical Imaging™

#### Critical Issues

- Radiology service volume
- Radiology efficiency and workflow
- Report turnaround times
- Caregiver communication

#### Results

- Increased volume to more than 150,000 scans annually
- Streamlined department workflow, reducing FTEs by 12
- Extended solution to critical care facility, increasing radiologist efficiency
- Created single technology platform so studies can be quickly shared across the organization

West Virginia-based Camden-Clark Memorial Hospital rolled out its first McKesson [picture archiving and communication system \(PACS\)](#) in 2002. The hospital realized immediate improvements in patient care as well as long-term operational and financial efficiencies. When the 340-bed facility undertook a competitive analysis to select a replacement PACS in 2007, McKesson's image and information management solution was again the choice, thanks to a high level of physician satisfaction and significant improvements in radiology workflow.

#### Challenges

In 2002, Camden-Clark sought to streamline the workflow and efficiency of its radiology department. A slow and cumbersome film-based system meant that report turnaround time for reading images could stretch into hours. The entire process of taking images, developing them and bringing the study to radiologists meant that emergency room (ER) physicians could lose valuable time in treating critically ill patients. Additionally, access to the patient's previous studies was limited, further affecting efficiency and slowing diagnosis.

#### Answers

Following an intense evaluation process, Camden-Clark selected

the Horizon Medical Imaging™ PACS solution because of the ease of integration and workflow, as well as the strong vendor support methodology that ensured minimum downtime.

"We were impressed by the level of service provided by McKesson," says Josh Woods, chief information officer, Camden-Clark. "At no point were we treated like a small hospital in a large vendor portfolio. Instead, we reaped the benefits of industry-leading experience and technology that is still geared to meet the needs of a community hospital."

With Horizon Medical Imaging live, the hospital was able to immediately suspend the use and processing of film — except in rare cases where other hospitals could not accept electronic images. The PACS-driven workflow greatly expedited the reading of scans, allowing radiologists to provide diagnosis in much shorter periods of time — sometimes even before patients returned to their rooms.

"By giving physicians the data they need to make informed decisions quickly, we definitely improved patient care," explains Woods. "Once the patient has been seen in radiology, the ER physician has the ability to look at the image as soon as it is taken, instead of waiting for it to be processed, placed in the hands of a radiologist and then sent over to the ER department."

# Case Study

**"The physicians love the workflow and feel very comfortable navigating the McKesson PACS. They've been able get the records they need quickly and can read them immediately, improving physician service and improving patient care."**

**Josh Woods**

**Chief Information Officer  
Camden-Clark Memorial  
Hospital**

Via a Web-enabled interface to the PACS, clinicians are able to access the information they need instantly, whether from the hospital, their office or their home.

"The McKesson system allows the physician and the radiologist to look at the medical images simultaneously without being in the same location," relays Woods. "The physician doesn't have to be physically in the hospital to see and discuss the same areas of concern."

After using the system for four years, the hospital undertook a competitive search for a replacement PACS. Physician satisfaction with the McKesson system, coupled with proven technical support and a strong vendor relationship, were the deciding factors in remaining with McKesson.

Camden Clark's continued success with Horizon Medical Imaging inspired its radiologists to push for extending the system to another area facility. Sistersville General Hospital, a 12-bed critical access hospital in nearby Sistersville, wanted to outsource its radiology services to the Camden-Clark group. Before agreeing to take on this assignment, the radiologists requested that the McKesson solution be deployed so that they could continue using a single tool in their work.

The success of the PACS rollout led Camden-Clark to also implement Horizon Cardiology™, McKesson's cardiovascular information solution (CVIS), for its cardiology department. This implementation created a consolidated image repository in which all cardiac cath images are stored.

## Results

With its 2002 PACS implementation, Camden-Clark achieved immediate financial savings by eliminating the use of film and processing as well as the labor required to manage and store films. Workflow efficiencies gained by the department have enabled it to reassign 12 FTEs since the system's initial roll-out.

Camden Clark radiologists are also able to handle an increased volume of exams. Since 2002, the annual number of scans has climbed from 134,123 to a projected 160,000+ in 2009.

"The physicians love the workflow and feel very comfortable navigating the McKesson PACS," notes Woods. "They've been able get the records they need quickly and can read them immediately, improving physician service and improving patient care."

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