



Rush Health Systems Increases Efficiency and Improves Referring Physician Satisfaction by Leveraging vRad Finals

Summary:

With vRad Finals, Rush Health Systems...

- Increased capacity for 20,000 new scans
- Improved overall turnaround time by 4.5 hours
- Accelerated treatment to ED patients
- Improved referring physician satisfaction

Background

Rush Health Systems (RHS) operates four hospitals and three imaging centers that serve East Central Mississippi and Western Alabama, performing more than 150,000 procedures annually. Demand for overnight interpretations was steadily increasing, and RHS was challenged with over-reading nighttime preliminary interpretations while maintaining their current daytime caseload.

Boosting Radiologist Efficiency and Productivity

The radiologists at Rush Health Systems began each day over-reading as many as 50 preliminary reports from the previous night. Each interpretation had to be finalized the next morning, causing the radiologists to spend time away from new patients. This issue was brought to Tony Gore, Rush Health System's Director of Radiology.

Gore and his team needed to ease mounting frustration and found the solution in vRad Finals. vRad was already serving Rush Health Systems for overnight preliminary interpretations. After a productivity evaluation, RHS decided on vRad for final interpretations. As a result, radiologists now start each day focusing on new patients, thus enabling Rush Health Systems to treat more total patients.

Gore found that with vRad's support, radiologists' workloads remained constant, even as the volume of nighttime reads increased. "In the last three years, our volume has probably increased by 20,000 procedures. Yet, on a day-to-day basis, we still have the same number of radiologists covering us. One of the reasons we're able to do that is because we're now sending those studies at night directly for final interpretations. That has made our radiologists more efficient and more productive."

vRad Finals





Competitive Review: Perspectives from Rush Health System

Tony Gore, Rush Health Systems' director of radiology, and his committee evaluated teleradiology providers according to several key factors, including those noted below. vRad was the clear choice and he and his team have been "delighted ever since."

Referring Clinicians Champion vRad Finals

Switching to final interpretations improved the speed of treatment in the emergency department (ED). "Ordering physicians value a final report in the middle of the night because it enables ED staff to treat the patient more efficiently," affirmed Gore. Rush Health Systems improved its overall report turnaround time by more than four and a half hours. The radiologists immediately start reading new patient cases when they arrive in the morning; daytime reads no longer have to wait! "Clinicians like the final reads and it improves the turnaround time for today's work versus doing work that was performed seven to eight hours earlier," said Dr. William Armstrong a radiologist with Rush Health Systems.

Quality Reports + Excellent Service = Complete Satisfaction

Rush Health Systems first partnered with vRad in 2006 for preliminary interpretations; vRads subspecialty trained radiologists provide the quality interpretations and expertise they need, when they need it. "Quality reports are obviously one of the most important considerations when choosing a radiology service," said Gore. "With vRad, the reports are thorough and complete."

Rush Health Systems benefits from vRad's industry-leading customer service, which was ranked #1 teleradiology service provider by KLAS® for 2008*. vRad's cutting-edge Operations Center is the core of that best-in-class service. The Operations Center facilitates communication, monitors progress, provides technical support and partners with RHS through the entire diagnostic process. Gore states "vRad's Operations Center is great; professional and proficient. Any issue is a priority and resolved promptly."

vRad's application interface expertise ensured seamless integration between Rush Health Systems' and vRad's Radiology Information Systems (RIS) and Picture Archiving and Communication Systems (PACS). Orders sent from Rush Health Systems' RIS create orders directly in the vRad worklist. Outbound signed reports sent from vRad file directly into the RHS medical record system. The application integration eliminated the need to manually re-enter data saving considerable time and resources, while reducing errors.

By partnering with vRad, RHS is better equipped to meet the growing needs of its community. What's more, Gore believes switching to final interpretations has been a major factor in increasing patient satisfaction. "If someone is already utilizing vRad for preliminary reports, I really think it would be worth their while to move to final interpretations. It's proven to be a real success for us."

Question	Result
Can you quickly increase your services if our volumes change significantly?	vRad was the only company that had the capability to grow with us.
Can our ordering physicians trust the diagnostic reports?	Rush Health System ordering physicians are very pleased with vRad's reports. "vRad Finals has helped improve patient satisfaction."
Can other practices or hospitals confirm vRad's capabilities?	The committee spoke with other facilities using vRad for their final interpretations and received very positive feedback.
Is vRad's technology and workflow process intuitive and easy to use?	vRad's technology and workflow is more intuitive than a previous service utilized by Rush Health Systems.
Does vRad assist us with billing?	vRad, a leader in telehealth finals reimbursement procedures, worked hand-in-hand with RHS to ensure all parties followed CMS guidelines.



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