



Change Healthcare Workflow Intelligence™

# Build continuous quality improvement into your workflow

Outcomes and quality are benchmarks in today's radiology environment. To demonstrate their contributions in these areas, radiologists need solutions that help them manage their processes more intelligently and efficiently. In our 2020 survey, 51% of responding CIOs reported that their health systems were not yet measuring radiology's contribution to patient care.

Establishing a quality program in your organization can help your radiologists prove their contribution. To embed a mindset of continuous quality improvement across a health care system, you need solutions that offer consistency, visibility, and education.

**Optum**

# Integrated quality and compliance through scalable, vendor-neutral workflows

In our survey of CIOs, 79% of responding organizations are investing\* in health care IT to help improve quality of care and patient outcomes

## Integrated quality workflows

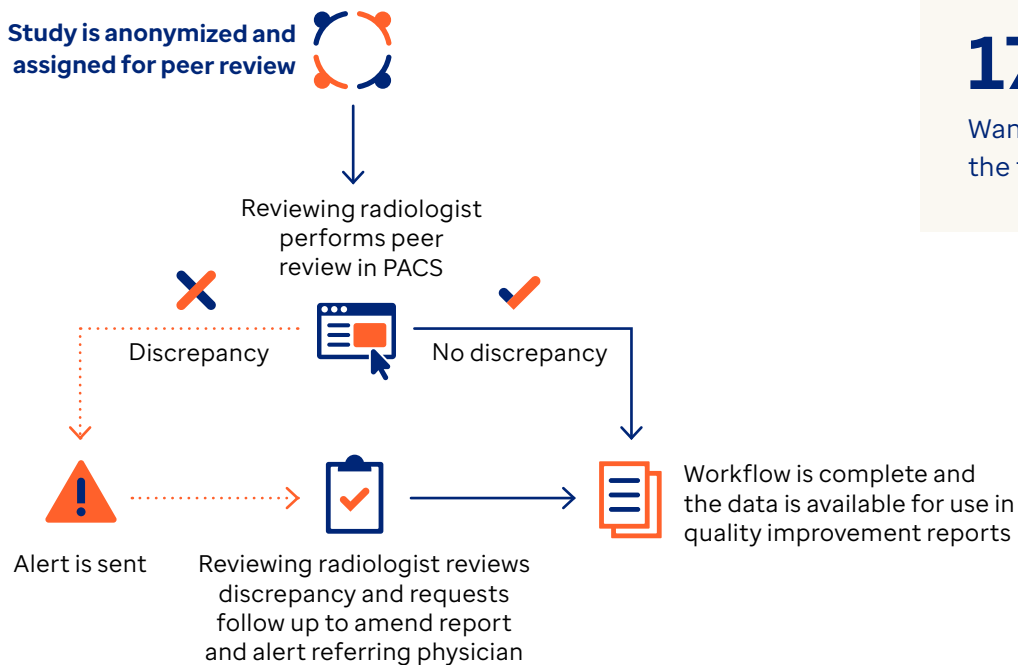
We can help you automate and streamline your quality workflows. Change Healthcare Workflow Intelligence is a configurable rules engine that works with any PACS to integrate quality workflows into your daily tasks. Data-driven reporting lets you establish benchmarks and see areas in which you still need to improve.

## Anonymous peer review and peer learning

Does your peer review program focus on positive, results-oriented learning? Integrated Anonymous Peer Review and Peer Learning workflows can help embed quality into your culture.

Peer Review can combine random and focused approaches with optional feedback on report quality, confidence, and style.

Peer Learning is a solution for departments who want to maximize the learning potential of interesting and complicated cases that may not be captured by random peer review assignment. Cases are submitted to your coordinator for review and sharing at peer learning conferences



**With regard to your radiology department, do you measure performance and contribution to patient care?**

**49%**

Do measure

**17%**

Do not measure

**17%**

Do not know

**17%**

Want to measure but lack the tools

\* Results from 2020 Change Healthcare survey administered by CHIME.

## Tech QI

How do your technologists know they're delivering the best image every time? A Tech QI workflow improves collaboration between radiologists and technologists to drive improvement in image acquisition and help reduce repeat exams. Radiologists can provide consistent, constructive feedback on image quality issues directly to technologists. To prevent multiple users from opening an unreadable exam, the workflow removes cases from the interpretation worklist until the image quality issue is resolved. With access to structured dose reports, the solution can also display values of each CT dose event, and send alerts in cases of over-exposure.



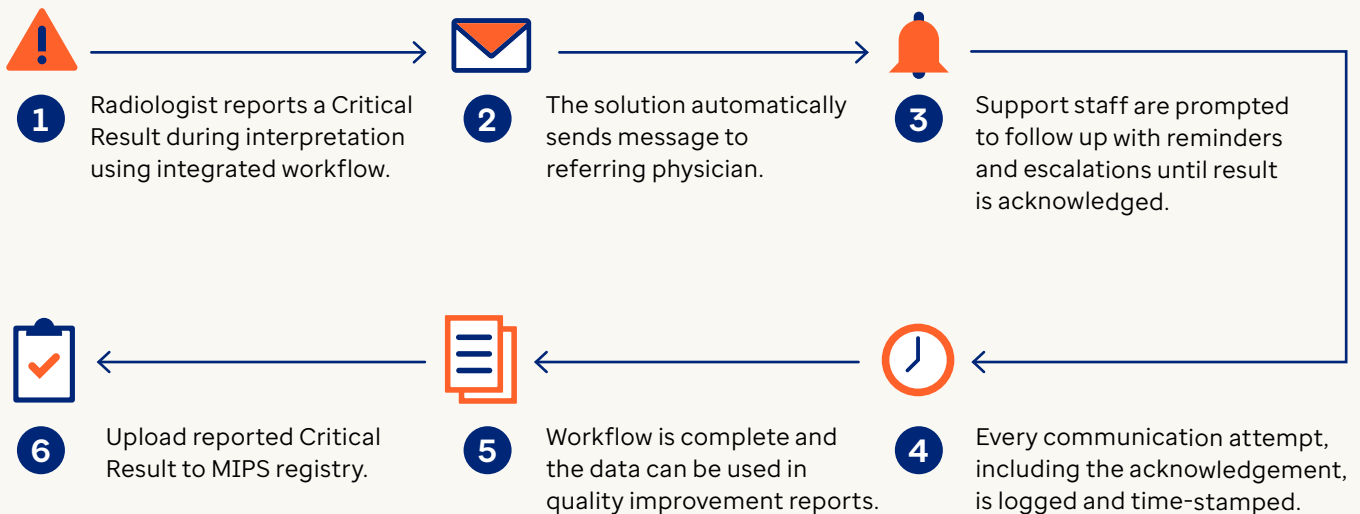
## Critical Results Management

An integrated, closed-loop Critical Results Management workflow helps radiologists ensure timely communication while maintaining an uninterrupted workflow. Radiologists launch the workflow directly from PACS, select the critical result for reporting, and view contact information of the referring physician. If the communication is successful, the workflow is complete. Otherwise, support staff can receive notifications and follow-up reminders until the communication is successful. All data is tracked and timestamped for use in reports, audits and reporting registries.\*

“The quality of the images is improving, and the number of repeat exams performed is decreasing. As a direct result, our patients are getting less radiation.”

### Marlene Stodgell O’Grady





Director of Quality, Education, and Safety,  
Alberta Health Services



\* Change Healthcare Workflow Intelligence is not intended to be used as a primary communication source for communicating time-critical clinical findings.

## ED radiology communication

How are you managing the increase in complex imaging from the emergency department (ED)? Streamline the workflow between your Radiology and ED departments with collaborative, closed-loop communication that integrates with your electronic medical record and automates alerts and escalations. When an ED physician submits an opinion, it's automatically sent to a radiologist along with a pop-up notification. Once the radiologist responds, the ED physician receives an alert, acknowledges it, and takes any necessary follow-up action.

-  ED physician launches Radiology-ED workflow directly from PACS or EMR
-  Radiologist reviews and interprets the ED case
-  Report is automatically sent back to the ED in real time
-  Workflow is complete and the data is available for use in quality improvement reports

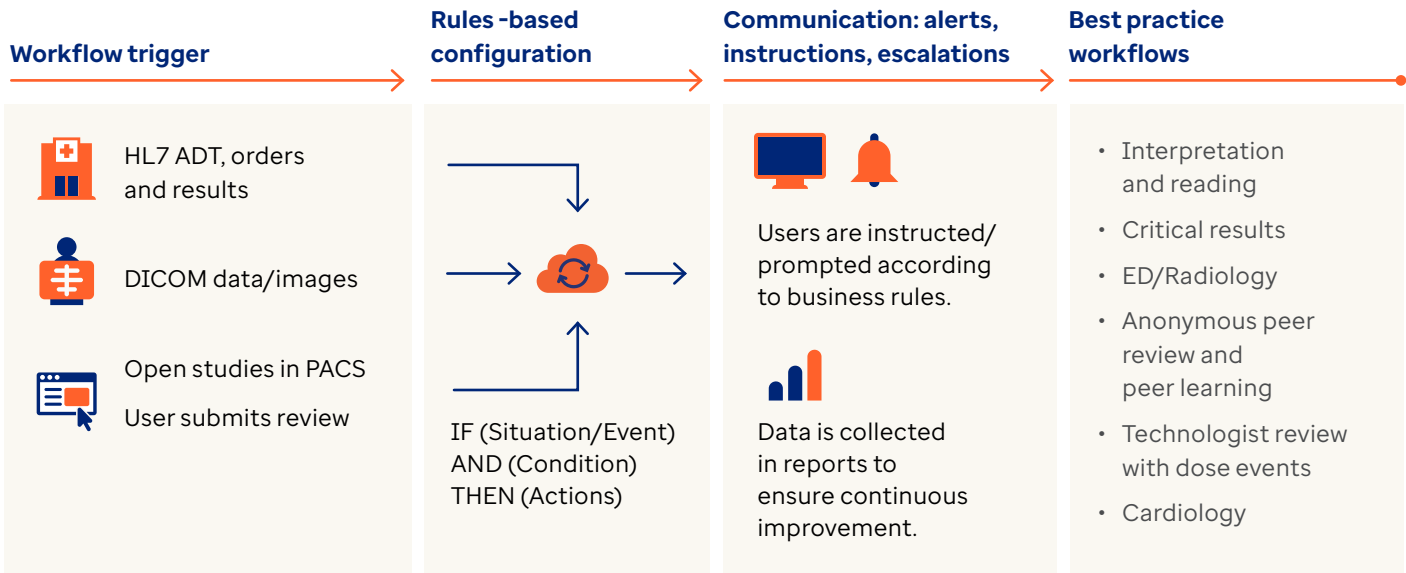
## Mammo Image Review

How are you meeting your mammography regulatory requirements? Our Mammo Image Review workflow uses embedded communication and automatic data collection to help mammography departments meet emerging EQUIP requirements. Radiologists have a full list of positioning and technical issues to report on and follow up with corrective actions. And all results are aggregated into a report for use during inspections.

-  Select cases for Mammo Image Review
-  Report image quality issues on open studies in PACS
-  Request corrective action and communicate follow-up
-  Summary report of issues and corrective action taken

## How does it work?

Change Healthcare Workflow Intelligence uses a flexible rules engine to configure multiple workflows that help you drive continuous quality improvement. It facilitates communication, quality, and collaboration by helping direct tasks to the right physician at the right time. As a vendor-neutral solution, it integrates directly with any PACS and EMR so you can connect multiple systems that already exist in your IT environment.



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