Closing the loop on
patient follow-up

A collaborative, automated approach to improving patient and financial outcomes.

Overcoming the challenge of failed follow-up
Despite the fact that roughly 10 percent of radiology reports recommend follow-up imaging, at least half are not conducted. For a hospital system performing a half-million annual exams, that equates to approximately 25,000 missed exams every year. Beyond the lost revenue opportunities, this can cause delayed and missed diagnoses, which can increase risk and liability and result in poorer outcomes for the patient.

While these consequences are too significant to ignore, radiology teams are already struggling with increasing workloads. They need an efficient way to overcome the challenges of failed follow-ups that does not add extra work or disrupt their workflow.

Nuance PowerScribe Follow-up Manager offers a streamlined, proactive approach for hospitals and private practices to uncover findings, simplify patient and physician communication, and provide comprehensive follow-up recommendation care plan tracking. Using an automated, collaborative, systems-based solution, radiology teams can close the loop on patient follow-up recommendations, helping to improve care, reduce liability, and generate new revenue opportunities.

Delivering a high-quality, efficient process
Follow-up recommendations can be tracked and managed only if they are properly identified within the diagnostic report. PowerScribe Follow-up Manager uses advanced language understanding to make it easier for intelligent identification and extraction of follow-up recommendations.

Nuance PowerScribe Follow-up Manager enables very granular searching to help eliminate false positives associated with "no evidence of" descriptions and weed out irrelevant findings. This offers an efficient way to improve adherence to follow-up recommendations and support better clinical and financial outcomes, but without increasing the administrative burden on radiology teams or interfering with patient care.

To completely close the loop on recommendations, PowerScribe Follow-up Manager also provides automated closure detection in cases where an exam was completed and provides the ability to define parameters for auto-closure or to create prompts for additional review.

Key benefits

– Supports improved patient outcomes with an efficient, proactive approach to patient communication follow-up recommendations.

– Supports patient follow-up with automatic, intelligent detection and extraction of recommendations.

– Gains visibility into program performance through robust dashboards and analytics.

– Reduces potential liability associated with missed or delayed diagnosis.

– Enables improved financial outcomes by supporting better follow-up compliance and increased case volume.

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Prioritizing communication to improve patient care

Without a proactive and effective solution to track patient activity and streamline communication, it is too easy for patients to fall through the cracks. Ensuring patients and referring physicians are properly notified of results and recommendations helps improve patient care and avoid the risk of medical malpractice litigation.

PowerScribe Follow-up Manager supports comprehensive communication across the patient care cycle. The solution offers a collaborative and coordinated workflow that includes tracking follow-up recommendation status and activities, filterable worklists to reveal any overdue follow-ups and/or missed scheduled exams, and proactive alerts to help prevent missed or delayed follow-up.

After several attempts to contact referring providers regarding patient follow-up recommendations—through letters and phone calls—PowerScribe Follow-up Manager recognizes when no action has been taken and automatically generates a letter directly to the patient, advising them to schedule appropriate follow-up visits or procedures. All communication efforts and activities are logged, and an audit trail is generated. The solution can close the recommendation upon completion.

Comprehensive dashboard and analytics

Healthcare organizations rely on metrics to help evaluate program success, identify areas of improvement, and optimize quality outcomes. PowerScribe Follow-up Manager offers valuable insight and analytics using configurable dashboards to monitor and display program outcomes.

Existing Follow-up Manager customers are already seeing improvements in diagnosis timelines. As a result of implementing the solution, one academic health system reported a 52 percent increase in compliance.

Easy access to these metrics allows organizations to establish and track ROI metrics to help justify running the program and future investments. At one customer site, additional exams completed as a direct result of the tracking program generated revenues 4.1 times greater than the labor cost of the program.

Helping sustain financial viability

Radiology and imaging studies can contribute as much as 35 percent to the bottom line for health systems, hospitals, and private practices. These organizations understand the importance of securing revenue to support operations and sustain their overall ability to provide services and improve care.

PowerScribe Follow-up Manager not only helps mitigate the liability risks associated with failed patient follow-ups, it simultaneously helps generate new revenue opportunities from additional recommended studies.

Patient follow-up doesn't have to be challenging

PowerScribe Follow-up Manager automates a collaborative approach to close the loop on patient follow-up recommendations, helping improve both clinical and financial outcomes. By enabling access to consolidated, actionable data, effectively managing patient follow-up doesn't have to be challenging any more.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit www.nuance.com/healthcare.

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