Closing the loop
on actionable findings

Improving patient outcomes with automated delivery and management of actionable results.

More than 12 billion tests are done annually, generating 2-3 million calls every day to ordering clinicians from radiology, pathology, and other specialties. Countless hours are also spent documenting and communicating other types of information that falls outside the traditional "critical results" category.

Relying on manual methods to document and communicate notifications hampers radiologists' productivity, disrupts reading workflow, diminishes tracking ability, and makes it more difficult to comply with reporting requirements.

What can reduce time spent making and tracking calls manually, enhance department communication, improve ordering clinician satisfaction, satisfy audit requirements, and help meet national patient safety goals? What can facilitate going that "last mile" to ensure that the notification loop is closed?

Automated, integrated, and reliable
Nuance PowerConnect Actionable Findings is the industry-leading solution for managing actionable results and delivering important communications to care teams.

This versatile, in-workflow solution offers a streamlined approach to managing notifications across the care continuum, helping to increase the radiologists' value to the enterprise.

PowerConnect Actionable Findings integrates with both PowerScribe 360 Reporting and PowerScribe One, Nuance's new cloud-enabled reporting platform, to bring test result and notification management directly into the reporting process. Radiologists don't need to pick up the phone; instead, they can initiate findings communications from their workstation.

When a radiologist creates a message within PowerScribe, the Actionable Findings solution does the rest. It alerts the ordering clinician of a pending result, indicates the urgency, and escalates notification according to preset rules. This automatic process facilitates prompt, appropriate treatment and improved outcomes. The entire communication sequence is automatically documented to support audit and compliance requirements.

Key benefits

– Automates compliance with Joint Commission, ACR, and CAP.

– Tracks and documents communication of critical test results and actionable findings to ordering clinicians.

– Streamlines notification processes to address communication needs between departments.

– Enhances patient safety through prompt communication.

– Boosts productivity of radiologists and ordering clinicians.

– Enables administrators to act promptly when issues arise.

– Includes ongoing, personalized attention from a Nuance client manager to help with questions, configuration, and reporting.

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Supports multiple findings types
Flexible and customizable findings types accommodate a variety of notification scenarios:

– **Critical results notifications** for urgent findings that require prompt action

– **ED or resident discrepancy notifications** to alert the care team of a change to a preliminary report

– **Call reports** for noteworthy findings that do not fall into a critical category

– **STAT alerts** to promptly notify the ordering clinician who requested a stat read

– **Stroke protocol notifications** to engage the stroke team

– **Line malposition alerts** so corrective action can be taken

– **Courtesy notifications**

– **Quality control messages** for process improvement

Other workflows
– **Document Only** enables users to create informational messages without sending notifications to the ordering clinician. This is useful for documenting conversations that occur outside the solution and for archiving messages for future reporting purposes.

– **Clinical Teams** allows clinician groups (e.g., services, depart-ments, or clinics) to be notified using a common escalation path. This is useful when a fixed device changes hands based on rotation schedules, or in scenarios such as page operator workflows for call centers with access to

on-call schedules. This also works well for group notifications to communicate with multiple on-call clinicians.

– **Connect Live** allows radiologists to coordinate with an internal resource who directly manages communications with ordering clinicians who prefer to receive live notifications, rather than automated ones.

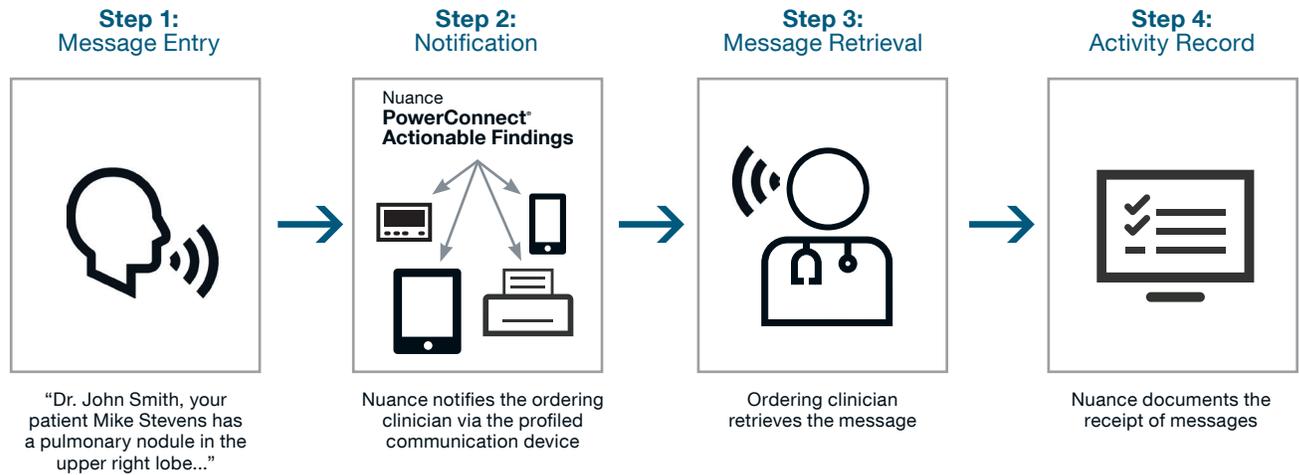**Mobile application supports providers on the go**
PowerConnect Mobile Clinician allows ordering clinicians to securely receive and respond to critical test result messages while on the go. With the optional PowerScribe Mobile Bridge, clinicians can view the entire radiology report within the mobile app. A callback feature makes it easy to contact the radiologist or diagnostic specialist to discuss the message if necessary.
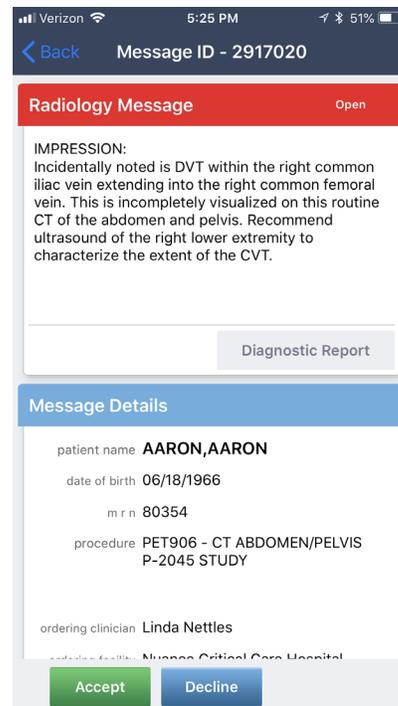
Key features
– Creates messages as part of the PowerScribe reporting process or via desktop.

– Notifies ordering clinicians on their preferred devices that a critical test result is pending, and provides automatic message tracking.

– Provides detailed reports, convenient web browser interface, and dashboard for tracking messages.

– Offers 24/7 Nuance Call Center support to monitor escalations and assist with follow-up and closure.

– Supports multi-site IDNs with full multi-facility functionality.

– Accommodates multiple logins on a single device for clinicians practicing at several facilities, or teams sharing a device.

– Integrates with selected EHR and other third-party communication applications to optimize existing processes.

– Adapts to varied clinician preferences and workflows.

– Includes single sign-on capability so users can access via their institution's active directory credentials.

– Syncs to institution's referring provider directory for current provider contact information.

One message does it all

Step 1: Message Entry	Step 2: Notification	Step 3: Message Retrieval	Step 4: Activity Record

Nuance
**PowerConnect®
Actionable Findings**

"Dr. John Smith, your patient Mike Stevens has a pulmonary nodule in the upper right lobe..."

Nuance notifies the ordering clinician via the profiled communication device

Ordering clinician retrieves the message

Nuance documents the receipt of messages

Follow-up communications
PowerConnect Actionable Findings integrates with Nuance mPower Clinical Analytics to send communications for pending or overdue follow-up care recommendations. This helps minimize the risk of recommendations falling through the cracks and allows radiology teams to participate in the total care continuum, providing value beyond the initial diagnostic read.

Integrations get the right message delivered at the right time
PowerConnect Actionable Findings can integrate with third-party communication systems through an HL7 bridge, allowing ordering clinicians to receive and acknowledge critical test result messages from their solution of choice. Acknowledgment and audit information are returned to PowerConnect Actionable Findings.

For Epic customers, communications can be routed directly to the ordering clinician's Epic InBasket or mobile device, and provide message status updates back to PowerScribe.

A bidirectional integration with PerfectServe allows clinicians to receive and acknowledge messages from within PerfectServe. Messages are delivered to the right clinician, based on up-to-the-minute scheduling, unique communication needs, and contact preferences.

Cloud-based for easy access and management
PowerConnect Actionable Findings is hosted on Microsoft Azure, a HITRUST CSF-certified hosting infrastructure. This hosted solution requires no investment in new hardware or software and requires minimal training. It is easy to use, with flexible configurations and optional features that adapt to clinician work patterns.

Ordering clinicians can create their notification profiles online, making it easy to specify their preferred notification protocols.

Findings notification information is accessible from wherever there is a web connection. A message dashboard shows results for the entire department or individual reporting clinician, providing a single view of all open messages.

"The robust integration with PowerScribe encourages physicians to use Nuance's PowerConnect Actionable Findings solution. This integration is an immense aid to users, and ultimately our patients are the beneficiaries."

Terence Matalon, MD, FACR, FsiR
Chairman of Radiology
Albert Einstein Medical Center
Philadelphia, PA

"PowerConnect Actionable Findings is essential to the practice of value-based medicine. It ensures that we have a closed-looped system to document, track, and guarantee that all of our CTRs are received, in return benefiting clinicians, our radiologists, and our patients."

Dr. Samir Patel, Director, Radiology Incorporated Value Management Program
Board of Directors Member, Beacon Health System

Real-time compliance reporting

PowerConnect Actionable Findings reporting capabilities have passed The Joint Commission's compliance requirements for critical test result messages. The solution offers robust search and retrieve capabilities on identifiers such as patient name, MRN, date, finding type, reporting, and ordering clinician.

It provides administrators with access to performance and compliance measurement based on established targets for notification turnaround time. Administrators can act quickly, minimizing the risk of communication delays and failures.

Data retention

Nuance is committed to data security and does not keep data any longer than reasonably necessary. We will only keep production data for three years; after three years, your data can be made available upon request for existing customers.

Meeting national patient safety goals

To meet patient safety goals, communication of actionable findings can no longer be left to manual processes. Without a master directory of contact preferences, standard technology to automate both the initial communication and receipt verification, and metrics to measure performance against goals or standards, healthcare facilities will find it challenging to comply with reporting and performance standards.

Using PowerConnect Actionable Findings to automate both the documentation and the reporting can dramatically improve an organization's compliance, enabling radiology teams to contribute to the healthcare value equation and ultimately improve patient outcomes.

To learn more, please contact us at 1-877-805-5902 or visit nuance.com/healthcare.

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