

Eliminate distractions and improve work practices

Time-saving, in-context communication overcomes inefficiencies for radiology departments and private practices.

Reducing distractions to eliminate errors at the source

During a typical 12-hour overnight shift, radiologists may receive a phone call every 10 minutes. These repeated interruptions are frustrating, time-consuming, and can contribute to errors and radiology burnout.

As healthcare organizations increasingly recognize the importance of enhancing the value of radiology staff and resources, there is a greater focus on finding ways to optimize workflows, improve collaboration, and mitigate distractions. Investing in these efforts offers a unique opportunity to provide critical relief—in terms of both error prevention and quality gains—and drive higher professional satisfaction.

Real-time communication and collaboration

Nuance PowerConnect Communicator is a time-saving, in-context communication solution that helps eliminate distractions, reduce inefficiencies, and streamline communication. Through a contextually aware platform, PowerConnect Communicator automatically associates instant messages with the active patient exam being viewed. This makes essential information immediately available without requiring any manual searching, and it dramatically reduces the likelihood of typos and common errors. Allowing radiologists to communicate in real time supports a more natural workflow while improving accuracy and overall case quality.

For example, if a radiologist has a technical question or wants to consult with a colleague, he or she can send an instant message with an embedded link to a specific image. In a single click, the consulting radiologist can launch the study, view the image, and respond quickly and easily within an integrated chat window.

This helps facilitate better collaboration between radiologists and the care team by offering a faster, more convenient, and less intrusive communication option.

Overcome burnout

Interruptions are one of the most common issues affecting radiologists' performance. Interruptions perpetuate a vicious cycle of wasted time, delayed reporting, and mounting frustration. Ultimately, providers "burn out" from the lack of control and workflow inefficiencies.

Key benefits

- Reduces distractions and limits the effects of interruptions on performance.
 - Provides streamlined messaging options that can be managed with ease.
 - Saves time with in-context communications that eliminate the need for manual searches.
 - Promotes collaboration with an effective, efficient workflow to support consultations without obtrusive phone calls or in-person visits.
 - Optimizes communication with instant messaging, RadMail, broadcast, and online options.
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PowerConnect Communicator makes unavoidable interruptions more manageable by providing user-friendly options for addressing necessary actions. Users are empowered to choose how and when to respond to an inquiry. If they are available, they can address it immediately. However, if they are in the middle of a complicated interpretation, they can opt to stay on task and respond when they are ready.

With its intuitive design and embedded workflows, PowerConnect Communicator provides radiologists with all the details needed to view necessary information to be able to respond efficiently. It helps avoid manual searches and alleviates the burden of toggling between screens to try to piece together information. PowerConnect Communicator is quickly becoming one of the most favored and well-adopted solutions on radiologists' desktops, helping them restore control over their workload and get back to more value-added contributions to patient care.

Manage all communication types

Not all communications are urgent or time-sensitive. PowerConnect Communicator offers radiologists an effective way to manage communications according to priority. By offering an array of messaging options, users can align their communication needs to the best method of delivery. For example, broadcast can be used for urgent information that needs to be sent en masse to all or just a subset of relevant users, while group and offline messaging can be selected for nonurgent, noncritical information.

Additionally, PowerConnect Communicator offers the radiology team quick and easy access to user lists—including users' availability status, contact information, and physical location. With one click, radiologists can find a team member for a consultation and share relevant case information.

Support quality and accuracy

PowerConnect Communicator provides additional value-added communication and quality workflows as an integrated launchpad and single starting point for initiating ancillary workflows and applications such as ED prelim and discrepancy, call desk requests, technical quality assurance, and more.

For example, if emergency room staff perform a preliminary read on a chest CT to rule out pneumonia, they may indicate a result of "normal chest." However, when a radiologist ultimately performs the final read, he or she will verify the results. In the event of a discrepancy or if an additional incidental finding is identified, PowerConnect Communicator can seamlessly relay the additional findings back to the original emergency department to close the loop on these communications. Similarly, if a radiologist is awaiting pathology results to complete a case, PowerConnect Communicator can proactively send an alert when results become available. These simple and efficient processes ensure important information is not lost between departments and help avoid any downstream delays in diagnosis or treatment decisions that could negatively affect patient care.

"It has been a terrific workflow enhancement for us—solving so many of the 20-30-second problems that bog us down all day long."

Chip Truwit, MD

Professor and Chief of Radiology,
Hennepin County Medical Center

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