



CASE STUDY

Mercy's New PACS Solution Helped Propel Radiology Efficiencies

Challenge: Consolidate Multiple Aging PACS and Improve System Performance, Speed and Satisfaction

Research links effective use of medical imaging exams to longer life expectancy, lower mortality rates, less surgery, fewer admissions and shorter hospital stays. Yet, with today's reimbursement models, stringent guidelines for image reimbursement require providers to be much more efficient. With its power to help providers achieve goals related to efficiency, satisfaction and better, more precise patient care, imaging technology is today's health IT imperative. Still, hospitals continue to struggle with multiple, disparate, aging PACS systems. As a result, radiologists lose time locating images, switching between workstations and dealing with system slowness, which causes frustration and hinders their ability to quickly deliver diagnostic interpretations for efficient patient care.

That was the case for [Mercy](#), a 40-plus hospital system across four states, until it switched its platform with the help of its IT partner, Mercy Technology Services (MTS), consolidating nine legacy PACS systems down to a single, integrated solution.

30-50 Percent

Greater efficiency in the delivery of interpretations.

"Today, we're between 30 and 50 percent more efficient, delivering study interpretations that much faster to care teams. That's a big impact to patient care."

*Steve Bollin
Mercy's vice president of
radiology support services*

Solution: Implement MTS's Centrally-hosted, Best-of-breed PACS Platform Designed by the People Using It

Today, MTS's best-of-breed bundle includes speedy server-side image processing from the [Visage enterprise imaging platform](#), a [workflow orchestrator from Medicalis](#) to auto-coordinate radiologists' worklists in a one-stop shop and [Nuance's Powerscribe 360](#) speech recognition and reporting. Thanks to this gamechanging collection of tools, Mercy's radiologists saw their workflow streamlined and gained an abundance of features, fueling their ability to quickly deliver high-quality interpretations.

With Mercy's previous solution, images had to be stored locally, creating multiple points of system failure and challenges pinpointing performance issues. Its new PACS is centrally hosted in MTS's secure, health-care designed cloud, which means Mercy's radiologists have a system they can rely on. Plus, MTS's solution seamlessly integrates with Mercy's EHR and other third-party applications, as well as provides advanced features like 3D processing and convenience through remote viewing options.

"Mercy's is a solution built by busy radiologists for busy radiologists, and they're thrilled with it," said Steve Bollin, Mercy's vice president of radiology support services. "We were bogged down before. Now, having everything together and instantly viewable with the click of a button - all prior studies, all modalities - means radiologists aren't waiting and neither are patients."

Results: Speed, Efficiencies and Happy Customers - In Many Corners of the Organization

Thanks to greater speed, access to all of the patient's images, multiple modalities in a single workstation and far fewer service disruptions than with past systems, Mercy's radiologists are much happier and the health system has experienced some staggering efficiency gains in very little time.

- Radiologists are achieving 30% to 50% faster turnaround time
- Studies launch up to 4 times faster
- Up to 2 hours are saved by having access to all of a patient's prior studies
- Larger studies (MRIs, CTs, etc.) are available sooner after the patient is scanned, going from 40 and 50 minutes in some cases down to just one minute for the studies to be ready for viewing
- IT cost and complexity is reduced

Built on this success, Mercy has since deployed the solution to its emergency and orthopedics departments.

As for the IT impact, Mercy's technology costs and support have been greatly simplified since its shift to a single PACS platform and the consolidation of multiple PACS and ancillary systems, including mammography, PET, CT and quality control software and hardware. For these reasons and more, Gil Hoffman, Mercy's CIO, believes a PACS model like this makes good sense.

"As a health care provider, we know how critical it is to use technology resources wisely," said Hoffman. "With this solution, hospitals can forego the upfront infrastructure expense, pay only for what's used on a per-study basis and supply all the advanced features needed on the frontlines. If you ask me, it's a smart way to get the most out of an investment in better patient care."

For small to midsize hospitals and health systems looking to advance their imaging strategies and capabilities, MTS's solution is a provider-built, highly-available, fully-managed PACS software as a service (PACSaaS), offered in a convenient pay-per-study model. The service is proven to have superior performance thanks to server-side image rendering, reliable cloud-based hosting and rich features that meet the increasing needs of today's busy radiologists.

About Mercy Technology Services

Mercy Technology Services (MTS), named one of *Healthcare IT News'* Best Hospital IT Departments and a Davies Award recipient, knows firsthand the unique needs of health care. That's because, as the IT backbone of Mercy, a 40-plus hospital health system, we deliver mission-critical technology services daily. An early adopter of Epic's EHR, Mercy became the nation's first provider accredited by Epic to offer EHR solutions to other hospitals, including Epic in the cloud, implementation and optimization. With MTS's full suite of health care offerings including cloud, managed services, PACS as a service and cloud backup and recovery, hospitals can reduce IT costs and risks. MTS's award-winning data analytics help reduce variation and support a model of care that keeps patients healthier.

Let's see how we can jump-start your imaging IT goals.
Visit us at [MercyTechnology.net](https://www.mercytechnology.net)


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