PHILIPS

IntelliSpace Portal

Enterprise Advanced Visualization

Customer story

Department of Radiology, Augusta University Health, Georgia

Who?
Dr James Rawson,
Chief of Radiology and Imaging
Dwight Nicholson,
IT Administrator

Where?
Augusta University Health,
Georgia, USA
- Level-1 trauma center
- Stroke center of excellence
- 478 beds at Augusta University Medical Center
- 154 pediatric beds at the Children's Hospital of Georgia
- More than 80 outpatient practice sites
- Healthcare services in adult and children's medicine, surgery and imaging

Challenges?
- Design, create, and implement an integrated radiology workflow
- Centrally manage a complex IT environment and support system availability

Solution?
Philips IntelliSpace Portal Concerto enterprise solution

Multiple clinical specialties, **one integrated workflow**

To make confident diagnoses and work efficiently, radiologists need access to up-to-date patient information and advanced visualization and analysis software. But how do you ensure that everyone has the optimized view and tools they need anywhere in the department? By implementing one standardized workflow across the enterprise.

Augusta University Health is a leading academic medical center, and the 9th largest teaching hospital in the US. The facility has a long-standing commitment to delivering high-quality patient care. Innovative technologies such as IntelliSpace Portal play a major role in the organization – especially in radiology.

As Dr James Rawson, Chief of Radiology and Imaging, explains, "The hospital is a level-1 trauma center and stroke center of excellence. Our imaging systems and visualization tools are central to our work. To support efficiency, we need a standardized workflow that supports fast, reliable access to our systems and software and keeps everyone on the same page."

Delivering the **clinical insight...**
...where they are most needed

One centralized workflow

In the past, the radiology department operated visualization tools from multiple vendors on multiple workstations. "Our radiologists were using different machines for each task," says Dr Rawson. "Only one person could use certain advanced analysis tools at a time. So, in some cases, to perform post-processing or reconstruction work, clinicians had to cross the site to a standalone workstation that supported the particular functionality they needed. As you can imagine this is not the most efficient use of a radiologist's time."

To streamline processes, a standardized, centralized radiology workflow was required. Dr Rawson explains: "Our goal was to implement a single solution that would allow us to manage all our advanced visualization needs on one platform with seamless integration to the PACS, radiology information systems, and electronic health records. Philips IntelliSpace Portal helps us to realize that goal."

Working as one

Collaborating closely with experts from Philips, radiologists and IT professionals at Augusta Health co-designed an entirely new workflow. At the heart of this is IntelliSpace Portal and IntelliSpace Portal Concerto, a platform that brings people and locations together and lets multiple users work as one across the network. It can connect multiple sites to support enhanced productivity, helps reduce the complexity of resource planning, and helps organizations prepare for future growth.

Philips and Augusta University invested a great deal of time in training users. As Dr Rawson recalls, "We took a very hands-on approach and used interactive training sessions in a simulated software environment. This meant that users were already familiar with the new workflow even before it went live." Thanks to this extensive preparation, Augusta's radiology department was able to make a smooth transition to the new workflow. They replaced hardware, imaging software, clinical applications and workflow tools on a single day with no impact for referring physicians or disruptions to patient care.

Reducing complexity

For Dr Rawson and his colleagues, the new centralized workflow has delivered operational efficiency gains as well as clinical improvements. "A major benefit of IntelliSpace Portal Concerto is that it decreases complexity through its single standardized workflow. This was a huge step forward for us. It makes us more efficient, but it also lowers the barriers to using advanced visualization tools – which translates into clinical advantage," he says.

IntelliSpace Portal Concerto brings the full functionality of IntelliSpace Portal to any workstation across the enterprise and the number of users can be scaled as the organization grows. "We can extend the number of clinical applications licenses and make our footprint larger with no extra hidden cost," says Dr Rawson. This is particularly useful for granting project-based access to researchers and students. "Our radiologists can now sit down at virtually any machine in the hospital or even at home. Not only can they access current and prior studies of their patients, they can also perform advanced visualization tasks and view relevant clinical information." continues Dr Rawson.

> " **Our radiologists can now sit down at virtually any machine in the hospital or even at home. We have achieved significant improvements in our workflow. The average turnaround time has decreased by 22% and procedural volumes for CT, MR, and AMI studies have increased by 17%. The installation of IntelliSpace Portal Concerto has contributed to a large extent to these improvements.[1]"**

Dr James Rawson,
Chief of Radiology, Augusta University Medical Center

Simplified processes
for clinical and IT staff

A single platform, multiple benefits

As Dwight Nicholson, IT Administrator, at Augusta University Health alludes to, the new workflow has been a success from an IT as well as a clinical perspective. He explains: "The solution provides excellent system availability. Even at heavy loads our system delivers exceptional performance by introducing redundancy in both hardware and software. This automatically balances the load so that our operations run smoothly. Users are also automatically directed to the fastest IntelliSpace Portal available."

The integrated IntelliSpace Portal Management Dashboard provides a daily snapshot of the overall health of the system. This allows Mr Nicholson and his team to keep track of performance and take any necessary action early. ''It is great that with IntelliSpace Portal we have continuous monitoring solutions and support at our fingertips to manage our enterprise solution," he says.

With the introduction of IntelliSpace Portal, Augusta University Health has now reduced its number of service contracts, IT vendors, and software products. IntelliSpace Portal is a one-solution approach to advanced visualization – with a single license set, a single platform for all modalities, and a single point of service.

Continuous evolution and services

Medical imaging and IT services are evolving all the time. To help hospitals remain at the forefront of patient care and innovation. Philips delivers the latest technology every year. These annual upgrades deliver clinical advancements, IT benefits and efficiency improvements for clinicians, IT administrators, and hospital management.

Since Augusta University Health began its IntelliSpace Portal journey, the hospital has benefited from this continuous evolution. "Each time we upgraded our IntelliSpace Portal, we achieved a seamless cut-over with zero system downtime. Thanks to skilled Philips resources, our own internal IT expertise, plus the server

design itself, we moved to the latest version with no disruption to ongoing operations," explains Mr Nicholson.
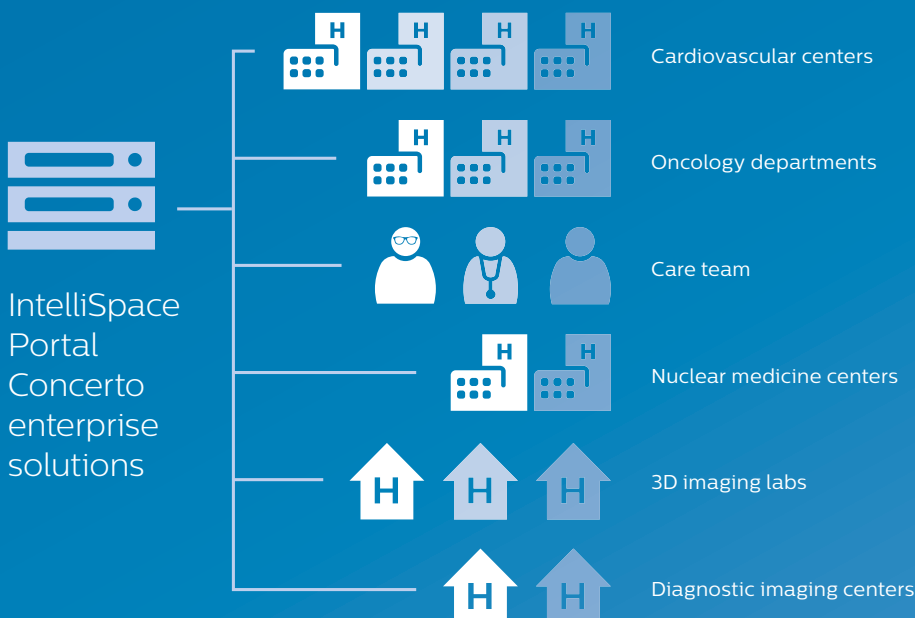
Enhanced patient throughput

Radiologists at Augusta University Health are able to access the complete set of advanced visualization tools without moving away from their reading workstation across the enterprise, which supports a more standardized and efficient workflow. As a result, the hospital has reduced reading and interpretation time for certain procedures, such as MR cardiac examinations. It has also added patient volume without having to purchase additional imaging equipment, supporting radiology as an integral part of the continuum of care.

> **" We upgraded our IntelliSpace Portal platform with absolutely zero downtime and no interruptions to enterprise processes. "**
>
> **Dwight Nicholson,**
> Imaging Information Services Administrator, Augusta University Medical Center.

IntelliSpace Portal Concerto enterprise solutions

- Cardiovascular centers
- Oncology departments
- Care team
- Nuclear medicine centers
- 3D imaging labs
- Diagnostic imaging centers

> **" At Augusta University, IntelliSpace Portal Concerto has accelerated the elimination of three out of four service contracts."**
>
> **Dwight Nicholson,**
> Imaging Information Services Administrator, Augusta University Medical Center

"An honest, **open partnership.**"

Augusta University Health and Philips enjoy a unique relationship. Close collaboration and joint process design were important factors that contributed to the success of the new radiology workflow. "IntelliSpace Portal is adaptable and customizable to our needs. This flexibility meant we could create a complete radiology workflow in line with our specific requirements," says Dr Rawson.

"Philips worked with us to design and implement a standardized workflow tailored to our site," adds Mr Nicholson. "It was an honest and open partnership, focusing on our real needs."

Every release of IntelliSpace Portal brings potential for new clinical insights and process improvements. So for Augusta University Health, the platform is a continuous journey. As Dr Rawson concludes, "We're eager to see what new enhancements and benefits it can deliver in the future."

" By collaborating with Philips, we're bringing all the stakeholders together at the table to better assess and plan healthcare for tomorrow. When we better plan the services we provide and the technologies and systems we will use, **we'll be able to work smarter, faster, and more efficiently, and our patients will reap the benefits. IntelliSpace Portal helps radiologists provide enhanced value to other clinical specialties and across the healthcare continuum.**"

Dr James Rawson,
Chief of Radiology, Augusta University Medical Center

Do you have what you need to keep your enterprise ready for the future?

Discover how IntelliSpace Portal Concerto can help drive standardization across your enterprise without leaving your chair. Visit **philips.com/intellispaceportal** or contact your local sales representative to learn more.

[1] Results are specific to the institution where they were obtained and may not reflect the results achievable at other institutions.

PHILIPS

www.philips.com

4522 991 26531 * MAR 2017