RIS/PACS Consulting and Image Management Services

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Imaging Enterprise Practice

- RIS/PACS Workflow and Re-design Services
- RIS/PACS Project Management
- RIS/PACS Additional Implementation Support
- RIS/PACS Interim Administrators
- RIS System Performance Evaluations (SPE)
- Imaging Operational Assessments
- Modality Asset Planning
- Change Management
RIS/PACS Clinical Workflow and Re-design

Why We Offer It…

- Holistic approach to RIS/PACS implementation focusing on People, Process and Product/Technology.
- Focused change-management resources.
- Development of cost-to-performance metrics to measure Benefits Realization.
How We Do It…

**Assess Improvements**
- pre- and post-implementation performance analysis

**Monitor Performance**
- relative to key indicators of the department’s quality, cost and speed in delivering patient care

**Implement Change Management**
- revise processes to yield maximum impact

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**What’s Included?**

- Analysis of financial impact of RIS/PACS network on imaging department and entire health organization.
- Recommendation for the implementation team as it relates to:
  - Patients
  - Information flow
  - Physician and staff workflow
  - Staff roles & responsibilities
- Determination of qualitative and quantitative gains to be achieved.
Deliverables

- Pre-implementation Report
  - Baseline assessment
  - Identify barriers/roadblocks
- Performance Monitors
  - Key indicators; tracking templates
- Implementation Plan
  - Training templates
  - Workflow redesign
  - Patient flow redesign
  - Communications plan
- Post-Implementation Plan
  - Results versus baseline
  - Identify remaining barriers
  - Recommendations

RIS/PACS Consulting
(Supplemental Staffing & System Performance)
RIS/PACS Project Management

- Single point of contact
- Accountability for RIS/PACS implementation success
- Focus on customer’s business objectives
- Define measurable outcomes for RIS/PACS
- Essential for large facility RIS/PACs implementations

RIS/PACS Additional Implementation Support

- Assist customers with resource constraints
- Critical Customer tasks completed on-time
- Project milestones are met on-time and within budget
- Allows customers to focus on patient care
RIS/PACS Interim Administrators

- Provide operational oversight for RIS/PACS systems
- Mitigate resource loss due to employee turnover
- Educate new RIS/PACS administrators

System Performance Evaluation (SPE)

- Provides cost-effective evaluation of customer’s use of RIS post implementation
- Offers recommendations to improve use of RIS functionality
- Maximizes customer’s technology investment in RIS
- Increases customer satisfaction
Imaging Operational Assessment

Assessment of operations are performed in:

- Dx. Radiology & Angio.
- CT
- MRI
- Nuclear Medicine
- Ultrasound
- Transcription
- Scheduling & Registration
Contents of an Assessment Presentation

- Introduction
  - Background
  - Objectives
- Assessment Findings
  - Observations
  - Recommendations
  - Core Processes
  - Workflow analysis
  - Staffing Assessments
  - Benchmarks
  - Summary
- Proposed Implementation Plan
  - Proposed Changes
- Next Steps

Benchmarking

- Compare key financial and operational indicators to peers and best demonstrated practice (BDP).
  - Total cost per procedure
  - Medical supply cost per procedure
  - Film cost per procedure
  - Labor cost per procedure
  - Worked hours per procedure
  - Technologist productivity
  - Report Turn Around Time
Overall Department Expenses

- Medical expense per procedure consists of film and supplies, including radionuclides, and is beyond the outlier. The difference between this figure and the BDP represents a significant opportunity for cost reduction.

- Total expenses per procedure is significantly higher than all benchmarks, indicating the opportunity for overall process re-engineering.

Assessment Findings

Identify opportunities to improve processes:

- Staffing
- Increase patient throughput
- Scheduling/Registration
- Decrease film & supply costs
- Optimize workflows
Savings Opportunity Recap

Potential Direct Cost Savings

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<tr>
<th>Category</th>
<th>Min.</th>
<th>Base</th>
<th>Max.</th>
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</thead>
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<tr>
<td>Staffing</td>
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<td>$1,300k</td>
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<tr>
<td>Repair &amp; Maint.</td>
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<td>198k</td>
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<tr>
<td>Supplies/Inventory</td>
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<td>144k</td>
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Modality Asset Planning
Market

- Local and Regional Market Review
  - Population growth forecasts.
  - Current and future market share **BY MODALITY**.
  - Market strategies aimed at increasing market share.

Change Management Consulting
Process Improvement Background

- Phase One - Assessment
  - A comprehensive evaluation of current Radiology operations has been completed and a formal operational assessment report has been presented.

- Phase Two - Implementation
  - A six-month initiative designed to implement the findings of the Assessment. Siemens Consultants will work with customer staff to design and implement key changes for operational improvements.

Customer Approach

- Organize Action Teams to focus on improvement opportunities, such as:
  - Supply utilization
  - Staffing-to-demand optimization
  - Workflow optimization
  - Scheduling & registration improvements

- The teams will receive education from Siemens on how to proceed, monitor success and report to an Executive Steering Committee.

- The Steering Committee will remove barriers to success when necessary, authorize changes, and guide the teams toward successful implementation.
Action Teams

Steering Committee

Clinical
- All of Radiology
- Technologist
- IS Representative
- Clerical
- Admit/Reg.
- IS Rep.

Recruitment & Retention
- Members:
  - AD of Radiology
  - Techs (MR/CT)
  - Radiologist (ad hoc)
  - Clerical
  - Admit/Reg.
  - IS Rep. (ad hoc)

Support
- Members:
  - Technologist
  - Assistant Director/Radiology
  - Biomed/Plant Ops.
  - CIO
  - Radiologist (ad hoc)

Asset
- Members:
  - AD of Radiology
  - Assistant Director
  - Radiologist (ad hoc)
  - HR Rep.
  - QC/QI Rep.

Quality
- Members:
  - AD of Radiology
  - Technologist
  - IS Rep. (ad hoc)
  - Clerical
  - Transporter
  - Mammography Technologist
  - Radiologist (ad hoc)

Process Owners = Customer
Process Facilitators = Siemens

Siemens Medical Solutions that help