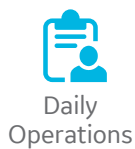# Imaging 360
for Operations

Creating a Radiology Department
that works for everyone starts
with a single view.

gehealthcare.com

We give you the 360 view.
You keep everyone engaged and focused on your patients.

Today's busy radiology groups face an intense escalation of challenges affecting quality care and outcomes.

Daily Operations

Staff well-being

Communications

Strategic Decision-making

Cost

GE Healthcare understands the complexities and new pressures, from high staff turnover to the challenges of fully supporting remote facilities to the heightened need for deciphering data to enable better decisions-making.

With Imaging 360 for Operations, you can cultivate a more engaged, skilled, and connected staff to improve clinical outcomes and foster higher patient satisfaction.

We're making it simple.

Resolving your many challenges, simply, requires a comprehensive solution that you can easily access from a single point. That's what Imaging 360 for Operations delivers—a 360 view of your operations with 360 access through a simplistic, intuitive home-base.

With easy access to enterprise-wide, operations insights, you can make data-based decisions anytime, everywhere. And as technologies evolve, your SaaS-based tools update automatically, so you'll always have the latest technology at your fingertips.

We've even made it easy to select the best solution set for your team's challenges. Our integrated team of technology experts works with you from discovery through implementation. And they help inspire digital adoption. That's maximum value with minimum disruption...and cost.

Operational Analytics

Protocol Management

ONE EXPERIENCE

Scheduling Optimization

Remote Scan Assistance

Dose Management

From insights to action

Your complete, 360 view into operations helps you optimize efficiency across your imaging enterprise, delivering solutions for core imaging operations functions, such as:

- Protocol Management
- Staffing
- Operational Analytics
- Scheduling Optimization
- Dose Management
- Remote Scan Assistance

They may feel distinct, but they are very much intertwined. That's why Imaging 360 was developed by GE Healthcare's efficiency experts.

Each Imaging 360 for Operations component provides powerful tools, insights, and functionality. But together, they amplify your ability to increase the depth and breadth of insights faster than ever before, so you can identify significant time and cost savings and take action. Data-based insights help you resolve day-to-day operational challenges so you can deliver care in a cost-effective way and improve clinical outcomes.
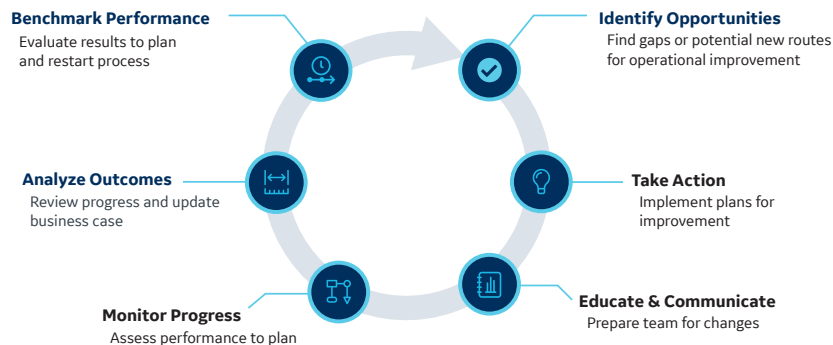
Why the 360 view matters

Functional areas have their own focus, as well as tools to manage and optimize them. Yet, increasing efficiency in one impacts them all. That's why looking at core functions, holistically, increases all-around efficiency, quality, and, ultimately, patient care. Using Imaging 360 for Operations, you'll drive greater benefits and more improvements. At the same time, you'll have the ability to elevate the patient experience and improve care.
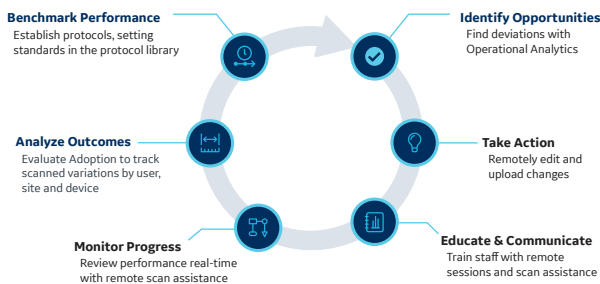
Imaging 360 for Operations is the comprehensive solution you need.

Perhaps the most powerful benefit of Imaging 360 for Operations is its enablement of continuous improvement. Its design helps you solve for the challenges of today while working toward an even better tomorrow. Take a look at how we've applied our continuous improvement design to the operational drivers of Radiology.
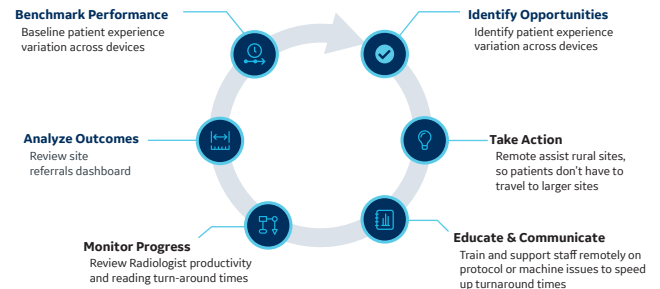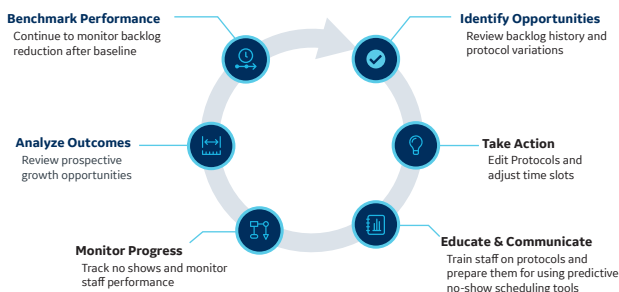
Continuous Improvement Design

Benchmark Performance
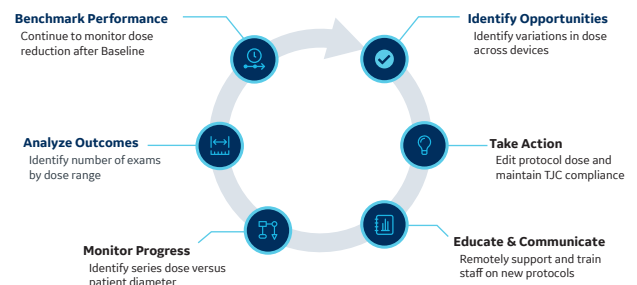Evaluate results to plan and restart process

Identify Opportunities
Find gaps or potential new routes for operational improvement

Analyze Outcomes
Review progress and update business case

Take Action
Implement plans for improvement

Monitor Progress
Assess performance to plan

Educate & Communicate
Prepare team for changes

Protocol Improvement

Benchmark Performance
Establish protocols, setting standards in the protocol library

Identify Opportunities
Find deviations with Operational Analytics

Analyze Outcomes
Evaluate Adoption to track scanned variations by user, site and device

Take Action
Remotely edit and upload changes

Monitor Progress
Review performance real-time with remote scan assistance

Educate & Communicate
Train staff with remote sessions and scan assistance

Patient Journey

Benchmark Performance
Baseline patient experience variation across devices

Identify Opportunities
Identify patient experience variation across devices

Analyze Outcomes
Review site referrals dashboard

Take Action
Remote assist rural sites, so patients don't have to travel to larger sites

Monitor Progress
Review Radiologist productivity and reading turn-around times

Educate & Communicate
Train and support staff remotely on protocol or machine issues to speed up turnaround times

Scheduling Improvement

Benchmark Performance
Continue to monitor backlog reduction after baseline

Identify Opportunities
Review backlog history and protocol variations

Analyze Outcomes
Review prospective growth opportunities

Take Action
Edit Protocols and adjust time slots

Monitor Progress
Track no shows and monitor staff performance

Educate & Communicate
Train staff on protocols and prepare them for using predictive no-show scheduling tools

Dose Management

Benchmark Performance
Continue to monitor dose reduction after Baseline

Identify Opportunities
Identify variations in dose across devices

Analyze Outcomes
Identify number of exams by dose range

Take Action
Edit protocol dose and maintain TJC compliance

Monitor Progress
Identify series dose versus patient diameter

Educate & Communicate
Remotely support and train staff on new protocols

Imaging 360 for Operations Solution components

Imaging Insights

provides the holistic assessment of the department, offering actionable insights that remove the friction in the workflow and identify how resources can be optimized (human and equipment). These insights can help create customer- and patient-centric solutions aimed at better healthcare.

What customers are saying

" *Thanks to the dashboard analytics, we were able to quickly compare schedule duration to the actual exam time and adjust to fit with reality. In just a few weeks, we had an 11 percent increase in knee exams."**

Paolo Sana
HOSPITAL KIRCHBERG
LUXEMBOURG CITY, LUXEMBOURG

Imaging Protocol Manager

delivers consistency, governance, and efficiency to imaging protocol management by automating many of its processes and eliminating workflow interruptions. The resulting time savings frees staff to focus on patients, training, and other high-value work.

" *The same protocols everywhere make it easier for staff to move to different locations. With protocol management you only need one person skilled on protocol editing on staff."*

Tim Szczykutowicz, PhD, DABR
ASSOCIATE PROFESSOR, DEPARTMENT OF RADIOLOGY
UNIVERSITY OF WISCONSIN

Digital Expert Access

puts expertise anywhere its needed, giving staff the opportunity to collaborate with their colleagues, anytime, from anywhere. These in-the-moment experts can remotely assume controls to demonstrate technique and help with less common procedures. These tools also help accelerate training for new hires.

" *With [Imaging 360] the very experienced staff will support the less experienced staff, delivering support. But at the same time, they provide training and education."*

Dr. Christopher Ahlers
RADIOLOGIST AND CEO, RADIO MED

DoseWatch

helps ensure optimized lowest dose, enterprise wide, with a solution that automates oversight, identifies opportunities for improvement, and sounds alerts to mitigate and eliminate issues. Using this solution helps alleviate staff from the complexity and worry that come with dose management. And it helps empower confidence in your staff that they're delivering quality care, safely, but with less effort and improved accuracy.

" *[Using DoseWatch] the team was able to establish reproducible protocols from one machine to another. It's very important for radiologists because it allows them to have comparable images of identical quality.*

Dr. Caroline Larrousse
RADIOLOGIST ,HRS, HOSPITAL KIRCHBERG

Radiology Operations Module

uses historical data to understand patient no shows and performs real time analysis of your schedule, today, to help predict and mitigate patient no shows. Studies show patients failing to keep appointments can be as high as 6.5% or more.[1] This solution can help ease the pressure your staff feels to fill schedule slots as well as the added time and frustration that come along with last minute scheduling. With the Radiology Operations Module, the unpredictable becomes predictable and fixable.

" *Initially we had a 31% cancellation rate and a 5.6% no show rate. We started to look at how we were using the modalities. With just a few tweaks, and no additional staff, we have seen an improvement that translates into $100,000 more revenue in one year."**

Sue Kilpatrick
CHIEF OPERATING OFFICER, CHATTANOOGA IMAGING

1. H. B. Harvey MD JD, C Liu MS, J. Ai BS, et al, Journal of the American College of Radiology, Vol14, Iss13, P1303-1309, "Predicting No-Shows in Radiology Using Regression Modeling of Data Available in Electronic Medical Record"

Want to see what Imaging 360 for Operations can do for you?

Contact us, today.

(866) 281-7545
www.gehealthcare.com