



Case Study

Getting to **patient-centric** workflow

Optimize the power of your workflow engine.
Bay Area Hospital, Coos Bay, Oregon

“ The Siemens Workflow solution brings all the pieces together to help us at Bay Area to increase quality and decrease turnaround time. It allows us to better support the system through enhanced reporting capabilities, improved documentation capabilities, and the ability to embed that documentation within the report. ”

..... Doug Ross, RIS / PACS Administrator, Bay Area Hospital, Coos Bay, Oregon



Upgrade accomplished – workflow efficiency, reliability, and reputation further optimized

Bay Area Hospital in Coos Bay, Oregon decided on upgrading to the latest *syngo* Workflow SLR version for two main reasons: it made financial sense with the possibility to get a longer shelf life from the upgrade, and they wanted to be on the most current Siemens technology. Today, the hospital benefits from a significant number of new functionalities, which are not only enhancing clinician workflows, but also showing decreased turnaround times on patient examinations and final reports, all contributing to an enhanced focus on better patient care.

5 Great Reasons to Upgrade to the Latest *syngo* Workflow SLR Version



Save time with intuitive interactive document builders and clinical alert builders



Maintain more comprehensive status overviews with enhanced status tracking



Maintain system control with advanced system monitor



Save document edit time with streamlined document maintenance



Save time and resources with easy to use SQL Server Reporting Services (SSRS) reporting tools

Decrease operational costs and complexity using new tools and features

Interested in tools that enable easy building of interactive documents (IDOCs) and clinical alerts?

Previously these documents were complex to build and required SQL programming and syntax expertise. The new **IDOC and clinical alert document builder** tools allow users to create these documents via a 'point and click' user interface that is very logical, quick and easy to follow with a preview function.

87.5%

reduction in document
creation time

“ Clinical alerts previously would have taken multiple hours over a span of a week or two. Now they take **15 minutes** to create. Previously I would have had to know SQL and formatting, spending a couple of days to accomplish the same end result. Two days reduced to two hours, or an **87.5% reduction in time** to create IDOCs. ”

..... Doug Ross, RIS/PACS Administrator, Bay Area Hospital, Coos Bay, Oregon

Restart

interfaces as needed

Interested in having an instant overview of all interfaces, systems, and processes?

System Monitor enables any authorized user to monitor or restart processes in the syngo environment: With syngo Workflow SLR the ability to both monitor all the interfaces or processes and to start and stop them as needed – for example between syngo and the scheduling system – is simple.

“ I used to rely heavily on our interface programmer, and if they were not available, my only other option was calling the Siemens Service Center. Now I have at my fingertips the ability to monitor and restart interfaces or processes as needed. ”

..... Doug Ross, RIS/PACS Administrator, Bay Area Hospital, Coos Bay, Oregon

In need of more detailed information on the status of your procedures?

Enhanced Status Tracking gives a much improved viewing process when seeking the status of a procedure as well as other pertinent information. The introduction of enhanced electronic communication in a model transaction now requires fewer clicks to access valuable data.

“ We save about five minutes per patient, but the bigger win is that patients are never forgotten due to manual tracking errors. It's a great improvement in patient satisfaction. ”

..... Doug Ross, RIS/PACS Administrator, Bay Area Hospital, Coos Bay, Oregon

5 minutes

saved per patient

Decrease operational costs and complexity using new tools and features

33%

reduction

in time to edit documents

Want to benefit from facilitated document editing and maintenance?

Document Maintenance essentially combines the functions of the previous components – document writer / decision logic maintenance / word processing and Microsoft Word into one efficient easy to use screen. This allows for quickly viewing a document, creating or making a change to the document, and initializing it without jumping through multiple screens or components.

“ In Document Maintenance, all of the tools are embedded in the one feature. 15 minutes reduced to ten minutes per edit means a **33% reduction** in time to edit. ”

..... - Doug Ross, RIS / PACS Administrator, Bay Area Hospital, Coos Bay, Oregon

Seeking an easier way to do reporting?

More than 100 predesigned SSRS reports exists in the system, no longer requiring SQL programmer expertise for reporting.

“ I just smile when I work with the SSRS reporting: I just love it. I was in class last week to learn SSRS reporting in depth. I came home and whipped out two reports that I have had on the back burner for years because I have not wanted to deal with UDR reporting or other means. Such an improvement! I have to say WOW when working with the new SSRS reports. ”

..... - Doug Ross, RIS / PACS Administrator, Bay Area Hospital, Coos Bay, Oregon

100

Predesigned reports

And more ...

Why not reduce the complexity of implementation with new tools?

Guided Implementation provides further information at the version, feature, and task level of implementation including online videos and user manuals. While guiding customers through the project, they can add notes during the guided step-by-step setup.

Interested in having mobile access to interactive documents and all your key system functions on a tablet?

Run the full client and access interactive documents, while managing patient data intake and secure signature capture on a Windows 10 tablet (such as MS Surface device).

24 / 7

monitoring

Want your server issues to be addressed and resolved before anyone realizes there are issues?

Active server monitoring is engaged **24 / 7**, providing behind-the-scenes identification and resolution of system issues typically before a facility is aware of an issue.

Profile-specific solution enhances communication and access to relevant enterprisewide data

With this syngo Workflow release, users are taking an important step towards reducing implementation costs as well as benefiting from new tools and functionalities for staff.

Dr. Tien Ahn Wee, MD, radiologist at Bay Area Hospital, can confirm this: “The ability to access clinical data through only one entry point into an integrated system makes a huge difference by eliminating the time needed to sort through systems to find the relevant data. It allows me to maintain an efficient rate of case management and to get a better picture of the patient to make a more accurate and relevant reading.”



“ **As radiologists, we use the patient’s clinical record all the time. Being able to access the clinical record via the EMR allows you to get a better picture of the patient and make a more accurate and relevant reading.** ”

..... Dr. Tien Ahn Wee, MD, Radiologist, Bay Area Hospital, Coos Bay, Oregon

“ **The Portal is extremely useful for accessing missing clinical data I need to optimize my reports. With one click, I can access the clinical record via EMR, look up previous visits, prior reports, and just about any other clinical data I need.** ”

..... Dr. Michael Stoll, MD, Radiologist, Bay Area Hospital, Coos Bay, Oregon

As your trusted partner, Siemens Healthineers is committed to helping you getting to patient-centric workflow

- **Privacy and security issues** are ensured throughout data encryption and password protection meeting all current HIPAA requirements.¹
- **Maximum level of integration** between people and processes to ensure that the right procedure is performed at the right time and at the right place – as the management needs to have access to operational analysis parameters to implement a continuous quality improvement program, including efficiency KPI’s and patient outcomes.
- **Outstanding upgrade service** with a streamlined implementation methodology results in fewer and better focused service hours.

“ **The Siemens Healthineers team has done an amazing job with this upgrade. One of the best organized events I have seen in decades.** ”

..... Bob Adams, Director, Information Services, Bay Area Hospital, Coos Bay, Oregon

Committed to superior service and quality care

As the regional referral center for the south coast, Bay Area Hospital, Coos Bay, Oregon, is a community-based, not-for-profit 125 bed hospital with more than 1,000 employees, 130 physicians on its medical staff, and 100 volunteers. Working with a number of local critical access hospitals, their area is comprised of two small towns co-joined with a total population of 25,000. In this environment, Bay Area Hospital is growing and adapting to meet the high expectations of the communities served: The goal is to provide the highest level of care as the premier medical center for Oregon's South Coast.



Accordingly, the range of diagnostic and therapeutic services, including medical, surgical, pediatric, critical care, home health, outpatient and acute inpatient psychiatric, oncology, obstetrical, and other specialties, is extensive.

With syngo Workflow SLR as the nerve center of the radiology department, Bay Area is building an excellent reputation beyond city boundaries as a technology leader – especially given the ongoing shift to value-based imaging, where interoperability is critical for interlinking imaging with patient care. The upgraded application is driving efficiencies from the enterprise down to the individual user.

“ The combination of IDOCs, clinical alerts, OBX (observation) interface to Powerscribe, improved voice recognition, and the inbound ORU (report) interface for our afterhours radiologist partner have resulted in an improved and more efficient workflow for the radiologist as shown by decreased turnaround times on final reports. ”

..... Doug Ross, RIS/PACS Administrator, Bay Area Hospital, Coos Bay, Oregon

Improving quality of care while decreasing cost and saving time in the radiology department

Through patient-centric workflow enhancements.

Want more insights in a patient-centric imaging workflow solution?

Visit: [siemens.com/workflow](https://www.siemens.com/workflow)

The statement by Siemens' customer described herein is based on results that were achieved in the customer's unique setting. Since there is no „typical“ hospital and many variables exist (e.g., hospital size, case mix, level of IT adoption), there can be no guarantee that other customers will achieve the same results.

syngo Workflow SLR VB30 is available only in USA, Australia, New Zealand and Canada.

Caution:

Federal law restricts this device to sale by or on the order of a physician.

Siemens Healthineers Headquarters

Siemens Healthcare GmbH
Henkestr. 127
91052 Erlangen
Germany
Phone: +49 9131 84 0
siemens.com/healthineers

Local Contact Information

Siemens Medical Solutions USA, Inc.
40 Liberty Boulevard
Malvern, PA 19355
USA
Phone: 1-888-826-9702
usa.siemens.com/healthineers