

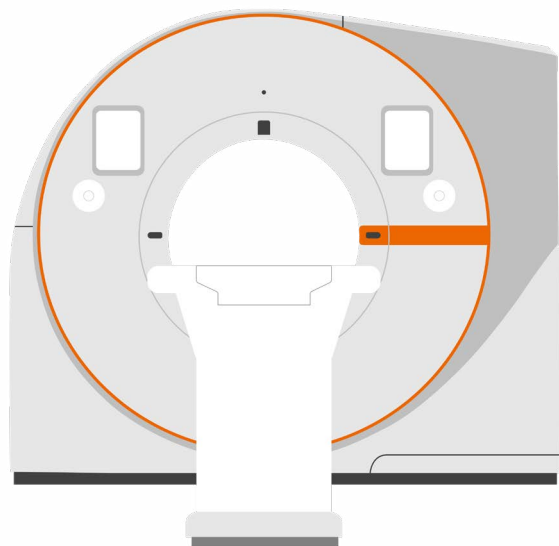


Data-driven solution fuels stronger operational performance

Systemwide synergy helps Prisma Health improve capacity and productivity

About Prisma Health

Prisma Health is a private, nonprofit health company with more than 32,000 team members, 19 acute and specialty hospitals, 3,131 licensed beds, 320 practice sites and over 5,900 employed and independent clinicians. Prisma Health serves more than 1.6 million unique patients annually in its South Carolina and Tennessee service areas.



Challenge: Unlock capacity and improve access to care

Since its establishment in 2017 and subsequent expansion, Prisma Health has been in pursuit of several new goals. These include improving the health of the community, increasing access to care, enhancing the patient experience and addressing rising costs. To improve operational efficiency and increase synergy across its larger footprint, the health system sought expertise from Siemens Healthineers, evolving its relationship with the medtech leader to be more strategic. One issue the health system wanted to address was specific to radiology: the time between CT exam booking and appointments was increasing, creating a backlog of patients waiting to be scanned.

A data-driven solution

Siemens Healthineers deployed its ActExcell solution to analyze CT equipment capacity and utilization, and to help optimize scheduling processes. While capacity initially appeared to be the problem, it soon became clear that the equipment was actually underutilized due to inefficient scheduling templates and workflows. In many cases, slots in the scheduling templates did not reflect the actual time it took to perform an exam. A phased approach was employed to modify scheduling processes and align template appointment durations. Specific actions included:

- Utilizing the ActExcell dashboard to match appointment slot durations to actual exam time durations
- Standardizing visit-type modifiers in Epic (electronic health record)
- Removing unnecessary schedule blocks and adjusting staffing schedules
- Streamlining scheduling processes to ensure patients are sent to the appropriate scanner based on exam type and history



ActExcell from Siemens Healthineers

ActExcell is a comprehensive advisory service designed to help health systems and hospitals transform data and analytics into actionable insights. It supports providers in better understanding their utilization of existing imaging technology, acting promptly and effectively on available data and improving productivity, access to care and the patient experience.

[Learn more](#)

“The ActExcell dashboard offers unique visibility into our equipment capacity and utilization. This data spurred some valuable changes to our workflows, enabling us to operate more efficiently, improve productivity, and treat more patients.”

—Abby Stonecipher, MBA, PMP, Vice President,
Enterprise Business Transformation, Prisma Health

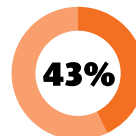
The results

Implementing the prescribed changes improved operational efficiency throughout the CT department for Prisma Health. Results included:

- **14% increase** in CT volume across the health system over seven quarters
- **47% increase** in average capacity within outpatient facilities
- **27% reduction** in booking-to-appointment time, which has proven to be sustainable
- **5 minute reduction** in downtime between appointments, known as “cold table time,” dropping from an average of nine minutes to four minutes

By reducing the time required to move from order to appointment to reading and reporting back to the physician, the patient care pathway was optimized, improving access to care and enhancing the patient experience.

Collaboration with Siemens Healthineers through a Value Partnership provided Prisma Health with the insights and resources it needed to navigate the new challenges of its larger footprint, achieve consistency across its markets and improve outpatient radiology scheduling and CT operations for the entire health system. The ActExcell dashboard continues to provide data and insights that enable Prisma Health to maintain efficiency and identify new opportunities for performance improvement.



increase in daily filled appointments



16 facilities seeing up to 20 additional appointments per day



Value Partnerships

Value Partnerships with Siemens Healthineers are long-term, performance-driven relationships based on a shared vision of the future of healthcare. These strategic partnerships address the industry's top challenges by jointly developing innovative, sustainable solutions that enable providers to transform the system of care, generate value and reach their full potential.

[↗ Learn more](#)

Siemens Healthineers Headquarters
Siemens Healthineers AG
Siemensstr. 3
91301 Forchheim, Germany
Phone: +49 9191 18-0
[siemens-healthineers.com](https://www.siemens-healthineers.com)

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The results described herein by customers of Siemens Healthineers 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.