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Enterprise Imaging

Success Stories in Healthcare

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Data and technology are evolving at breakneck speeds, and in healthcare these advancements have the potential to be life-saving.

As healthcare organizations become more data-centric, patient images are perhaps the most valuable asset driving diagnosis and proper patient care.

It's also true that enterprise imaging is a complex topic. As healthcare organizations grow, merge, and evolve, imaging systems and PACS often become decentralized, unorganized, and outdated. This challenge is not insurmountable with the proper solution and implementation provider.

Vital, a Canon Group company, has successfully partnered with leading healthcare organizations to help improve reporting, centralize patient images and associated documents, and most importantly, allow clinicians to better use their time to provide quality care to patients.

In this resource we're sharing how three renowned healthcare organizations impacted clinical and business outcomes with enterprise-wide imaging solutions from Vital.

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King Edward VII's Hospital

King Edward VII's Hospital is an iconic hospital in South London known for its royal patronage. The hospital's namesake, King Edward VII was an esteemed patient starting in 1901 and its care of royals continues today with Her Majesty the Queen. Not only are the patients elite, but the doctors and consultants must also be invited to practice at this hospital. These factors contribute to the hospital's reputation as the "foremost private hospital" in London.

The Challenge

In today's healthcare environment, providing quality imaging to all service departments is imperative. King Edward VII's Hospital was challenged with a PACS that was not performing according to modern standards. This sub-standard PACS system put the hospital's reputation and patient care at risk.

Led by the hospital's Imaging Manager, King Edward kicked off an ambitious project to deconstruct their PACS and implement a new enterprise imaging infrastructure. From the start, the hospital's imaging leadership had a clear vision of their requirements for a new enterprise imaging solution. It was important that all the pieces were interchangeable. The hospital's stakeholders also wanted complete control over data and workflows. Of course, data is a crucial element to any organization, and healthcare is no different. The hospital project leads identified that they needed storage in a central location that was maintained and protected onsite, given that many of the patients are VIP level.

The Solution

King Edward VII's imaging leadership conducted an extensive and meticulous review of its options and unanimously selected Vital. The hospital spared no time in moving forward with the decision, giving the Vital team an ambitious deadline of three months to implement a new enterprise imaging system, tailored to the hospital's needs. The hospital selected an internal team made up of its best clinical and IT contributors to oversee this project. Vital's team included software engineers and professional service staff.

Results

The implementation of Vitrea Vision and Vitrea Connection was a success. With the new system spearheaded by Vital, the hospital was able to seamlessly migrate from a legacy PACS to a new vendor-neutral archive without significant disruption.

Today, doctors and consultants enjoy the advancements offered by Vital's solutions. For example, orthopedic surgeons can visualize their cases in 3D which was not available before. Other consultants find significant value in seeing important care images on their mobile devices.*

Financially the imaging leadership shared that Vital's implementation is a very cost-effective solution. Because it's a deconstructed architecture, the hospital will not have to pay in the future to migrate to another system.

"The project went really well. The Vital team are brilliant to work with! It is a pleasure to be involved with a highly motivated, forward-thinking group with a can-do attitude."

COREY FRAZER, IMAGING SERVICES MANAGER
KING EDWARD VII'S HOSPITAL

*Not for diagnostic use on mobile devices

Case courtesy of Corey Frazer, King Edwards VII'S Hospital, London. Results may vary.

Before using any medical device, including those demonstrated or referenced in this document, review all relevant Instructions for Use, with particular attention to the indications, contraindications, warnings and precautions, and steps for use of the device.



The process of modernizing healthcare infrastructure can be a daunting task.

As hospitals grow and merge, the complexities of maintaining an organized enterprise imaging system can seem nearly impossible. However In the case of King Edward VII's Hospital, Vital provided a solution that supports the hospital's legacy as a prestigious provider of healthcare. With the flexible new solution, the hospital will also continue to grow and flourish even as technology advances and pivots.

In our next customer spotlight, we share how another healthcare provider was able to successfully face its challenges and emerge with an effective new enterprise imaging system.



Fairview Health

Fairview Health Services is a mainstay healthcare provider in the Midwest. Fairview is responsible for seven hospitals and over 40 primary care and specialty care clinics in Minnesota.

The Challenge

Fairview faced an increasingly-common challenge in the healthcare industry. Its imaging systems were decentralized, often unorganized, and existed in silos. Fairview's providers began to find it increasingly difficult to locate ad-hoc data for decisions.

The healthcare network relied on several systems used to locate data, including the RIS and PACS which required placing several tickets to the IT department. The IT specialists had to work with analysts to construct new reports that displayed the data for these reports. This process became long and cumbersome and often was not completed before the deadline needed to make the decision.

The Solution

Fairview needed a consolidated system to access their imaging operations data. Fairview's imaging leadership wanted to empower its providers and consultants with the ability to locate critical information as needed in a timely, almost instant manner, that would support the day-to-day operations. In line with today's focus on data-driven decision making, the healthcare company wanted to support more decisions to be made with performance metrics from hospital data.

Ultimately, Fairview chose to work with Vital to implement Vitrea Intelligence®, which was a tool that would give imaging leaders self-service access to data. To implement this tool, Vital had to import one year's worth of powerful historical data into the system. This allowed users to have immediate insights into performance trends.

Results

The analytics tool-set gives providers the ability to create dashboards that allowed them to monitor critical metrics that quickly indicate important aspects of a patient's health. The dashboards are also useful tools for sharing usage trends for stakeholders and Executive Committees. The application allows Fairview staff to track operational trends, such as the top ordering providers by the site. These insights helped the organization on a larger scale to optimize their referring physician outreach programs. Vital's applications also helped to improve Fairview's research capabilities, by giving physician researchers the ability to aggregate similar cases using keyword search terms.

Overall, Vital gave Fairview visibility into resource usage trends, the ability to staff much more precisely, and ultimately helped the healthcare network better use data. With Vital's implementation Fairview found a cost-effective way to move into more consolidated imaging landscape where data is accessible across the organization.

“Vitrea Intelligence allows us to be well informed and accurate with big or small decisions, because of its clear and easy access to key data.”

DR. ERIC HOWARD, RADIOLOGIST
UNIVERSITY OF MINNESOTA PHYSICIANS

Case courtesy of Eric Howard, MD, University of Minnesota Physicians, Minneapolis, MN. Results may vary.

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Within large healthcare enterprises, offering uniform access to patient images across all facilities is often an insurmountable challenge.

But Vital helped Fairview navigate that challenge and find success. Vital became the imaging resource and infrastructure that Fairview needed to step into a more data-driven future. Next, we'll examine how Vital helped the renowned Johns Hopkins Medicine evolve to a system that allows direct access to full patient imaging history within their EMR.



Johns Hopkins Medicine (JHM)

Johns Hopkins Medicine (JHM), is a leading healthcare system both in Baltimore and nationwide. The healthcare network is expansive and includes six academic and community hospitals, four suburban health care and surgery centers, more than 30 primary health care outpatient sites, as well as programs for national and international patient activities.

The Challenge

JHM was experiencing many challenges with its patient imaging solutions, especially related to lack of flexibility and disparate systems. For example, in order for a clinician to see a patient's images, they had to view it in the local PACS and then use a workstation that had the local PACS client available. This inflexibility led to significant time lost and frustration on behalf of clinical staff. JHM had multiple PACS systems, multiple PACS clients, multiple facilities and each PACS client had a different user interface. A centralized and consistent imaging system was imperative for improving operations.

The Solution

JHM's imaging staff knew it needed to find a better solution with flexibility, modern enterprise imaging, and centralization. JHM wanted to provide all clinicians with one consistent enterprise-wide imaging system. They wanted this system to be a single-web based operation that clinicians would only need to learn once, and could access through any device using the EMR. Another key requirement was easy access to view patient imaging within the electronic medical record (EMR) system.

Based on its vision for one streamlined system, JHM chose to implement the Vitrea enterprise viewer in two manageable and controlled phases. In phase one, the system allowed JHM clinicians to view patient images, radiology reports and other documents in a centralized place. Phase two took these capabilities even further by implementing Vitrea data orchestration technology. This gave clinicians direct access to studies and research at other hospital facilities without any additional data routing, migration, or caching.

Results

The Vitrea system was met with resounding approval from the JHM staff. The long-standing challenge of locating and accessing patient imaging was finally resolved. The Vitrea enterprise viewer is a streamlined one-click solution that can be launched by clicking on the link in the EMR and within moments, providers can view critical images and documents in one place.

There were several factors that made the implementation of these systems successful at JHM. The providers highly value rapid access to imaging studies within the patients' records in the EMR, with an intuitive suite of tools that provides clinicians with a full patient imaging history.

The providers also have access to a broad set of imaging studies, regardless of how many PACS or VNA systems they are stored in, or where they are located. Since JHM has been introduced to this platform, clinicians have come to rely on its quick and easy access to patient imaging.

Case courtesy of Johns Hopkins Medicine, Baltimore, MD. Results may vary.

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CONCLUSION

Enterprise Imaging Powers Patient Care

While it may be true that implementing a solid enterprise imaging solution can be a challenge for many healthcare organizations, these case studies demonstrate that it doesn't have to be. When hospitals and clinics focus on a vision of patient care powered by clear, accessible imaging data, the results are absolutely possible. These organizations show that with the right enterprise imaging partner, implementing a solution for modern enterprise imaging can be attainable.

Interested in learning more about the potential care enhancements and cost reductions possible through EI? [Read this article](#) or contact us if you'd like to set up a demo or consultation about your specific solution needs.