

## At a Glance

### Organization

Davis Health System, Elkins, W.Va.

- 90-bed hospital and associated facilities including women’s healthcare and cancer center
- 16 radiologists and 11 cardiologists
- 85,000 radiology exams annually
- 40,000 cardiovascular studies and 8,000 ECGs annually

### Solution Spotlight

- Horizon Medical Imaging™
- Horizon Medical Imaging Mammography Plus™
- Horizon Cardiology™
- Horizon Rad Station™

### Critical Issues

- Outdated PACS
- Improving service to patient and physician community
- Eliminating roadblocks to other technology installs

### Results

- Advanced features such as digital mammography and voice recognition
- Reduced report turnaround time from 24 hours to 30 minutes
- Ahead-of-schedule implementation

## Davis Health System

### Poised for the Future with Right Medical Imaging Technology and Service

Located in north central West Virginia – an area hit particularly hard by the economic recession – Davis Health System is comprised of a community hospital, critical access hospital, community outreach clinics and related facilities. This forward-thinking organization has made big strides in putting its patients first by investing in medical imaging information technology from McKesson. With an enterprisewide solution for radiology, cardiology and mammography, Davis Health System now offers the imaging capabilities you would expect at a large hospital, coupled with the accelerated service you would want for your own family member.

### Challenges

Davis Health System has invested heavily in technology over the past 25 years. In fact, the organization was one of the first to install a web-based PACS in 2004. But like the rest of the nation, the five-county community that Davis Health System serves in north central West Virginia was feeling the financial impact of unemployment and changes to health insurance coverage. The health system began evaluating how to change the way it did business and to better prepare for the future. They quickly zeroed in on improving services.

Administrators knew the organization had outgrown the first-generation PACS. Radiologists

had begun pushing for a more robust PACS with advanced features such as voice recognition, mammography and cardiology.

“A lot of rural communities don’t offer digital mammography,” explains Debra Thorpe, radiology manager at Davis Health System, “But we wanted a PACS that could do that and so much more.”

The health system had also grown weary of the finger pointing and roadblocks in service and support from its previous PACS vendor. With nearly 500,000 images to be migrated and a tight implementation deadline, Davis Health System needed a vendor with proven service to ensure a disruption-free conversion.

### Answers

Davis Health System chose to update its technology with McKesson’s enterprise medical imaging solution including Horizon Medical Imaging™ PACS, Horizon Medical Imaging Mammography Plus™ for digital mammography and Horizon Cardiology™ cardiovascular information system (CVIS).

To keep other projects on track, such as a computerized physician order entry implementation, Davis Health System requested that the project be completed in a four-month time frame. With one McKesson project manager assigned to oversee the project and to work closely with the internal team, the

# Case Study

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***Nina Virone***

***Chief Information Officer***

***Davis Health System***

entire data migration and installation (including an interface to the Nuance® PowerScribe® voice recognition system) was completed in three-and-a-half months. The most critical studies were converted first so that physicians had that information most readily available. In all, nearly 500,000 images were migrated to the new system to become a part of the patient's medical record.

"McKesson achieved all that they said they would," says Bill Dempsey, technical supervisor at Davis Health System. "The interface team was easy to work with and offered great suggestions, and the textbook install was the smoothest I've ever seen."

Using McKesson's easy-to-use web system Horizon Rad Station™, staff physicians can now access the report and the image at the same time, from anywhere. Patients benefit because their images travel electronically wherever they go in the health system, eliminating the need to repeat the study and improving the physician's ability to quickly and accurately diagnose and treat the patient.

"Typically, organizations, especially small ones, are hesitant to undertake a PACS conversion," says Nina Virone, chief information officer of Davis Health System.

"But when you partner with a vendor like McKesson, you can feel confident that the transition to the best and latest technology will be smooth and painless. Our outcomes are even better than we expected."

## Results

Key to the Davis Health System's successful conversion and user adoption was the service provided by McKesson. "The knowledge and dedication of the McKesson implementation team resulted in extremely fast response times," explains Virone. "The entire process implementation and data conversion process took approximately four months with nearly all the images fully converted within six months."

The streamlined workflow has enabled radiologists and cardiologists to reduce report turnaround time to referring physicians from 24 hours to a mere hour or two. In fact, most reports are completed, read and electronically signed off within 30 minutes.

"McKesson has put an enterprisewide imaging and information management solution in place not only for today but for the future," adds Virone. "Just like any health system, business needs of our organization will change, but now our imaging IT solution positions us to meet those needs."

**McKesson Provider Technologies**

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