

## At a Glance

### Organization

Southeast Alabama Medical Center, Dothan, Ala.

- 370 beds
- 300 physicians
- Coverage: 13-county region in southeast Alabama
- 600,000-patient service area
- Approximately 160,000 radiology studies annually

### Solution Spotlight

- Horizon Medical Imaging

### Critical Issues

- Manage radiology service volume
- Increase efficiency and workflow
- Enhance communication for caregivers across the organization

### Results

- 90% filmless in less than six months
- 11% increase in procedure volume without additional staff
- 40% reduction in report turnaround time
- Enhanced patient care and safety

## Southeast Alabama Medical Center Sharpens Its Competitive Edge with PACS

For Southeast Alabama Medical Center, information technology is a crucial component of becoming the region's healthcare provider of choice. As a part of that vision, the 370-bed facility deployed an image and information management solution from McKesson. SAMC has significantly improved radiologist workflow, raised physician and radiologist satisfaction, and enhanced patient safety and care.

### Challenge

In 2005, SAMC sought to streamline Radiology department workflow and improve radiologist efficiency — while also providing referring physicians with patient images as part of a complete medical record, improving decision making and helping to ensure patient safety. In addition, SAMC's closest competitor had implemented a picture archiving and communication system (PACS). The provider needed to follow suit to remain competitive with the referring physician base.

"Our decision to implement PACS was based on our desire to reap productivity benefits of a digital imaging environment," explains Scott Griffin, PACS administrator. Griffin began the search for a PACS that would be stable and scalable, improve workflow and have superb vendor support.

### Answers

During the evaluation process, Griffin was impressed by Horizon Medical Imaging™, McKesson's PACS. "I strongly believed that this product would meet our needs and integrate with our physician portal and single sign-on EMR from McKesson," explains Griffin.

At the time, the hospital's radiologists were strongly pushing another vendor's Web-based solution. Since SAMC was already using several other McKesson clinical solutions, Griffin convinced them to consider Horizon Medical Imaging.

"Although they trusted my opinion, McKesson won over the radiologists with its system," Griffin notes. "McKesson's radiology workstation presents information in a patient-centric view, which helped facilitate the decision-making process."

SAMC installed Horizon Medical Imaging in September 2005. "We were all amazed at how rapidly we got the PACS up and running," notes Derek Miller, CFO/CIO. "The McKesson team was just phenomenal in its planning and problem resolution throughout the implementation process."

"McKesson has the best service I've ever seen," adds Griffin, who installed PACS at three other sites. He was especially impressed with the professionalism and knowledge of McKesson's services personnel.

# Case Study

**"Each radiologist is able to work through a case faster, more efficiently, and with more accurate diagnosis than he was able to do in the past."**

*Sibley Turner, M.D.,  
SAMC-Affiliated Radiologist  
Radiologist Associate of  
Dothan, P.C.*

Radiologists appreciate the system's ease of use. "The learning curve was short," comments Sibley Turner, M.D., Radiologist Associate of Dothan, P.C. "McKesson helps us adapt our own special needs at the workstation."

Most notable is the speed with which Horizon Medical Imaging loads large data sets, which enables radiologists to read more studies faster. The system's configurable feature functionality also performs better than the PACS of SAMC's competitor, further pleasing the radiologists.

"Each radiologist is able to work through a case faster, more efficiently and with more accurate diagnosis than he was able to do in the past," Dr. Turner adds.

In fact, Mike Williams, division director, Radiology Services at SAMC, is amazed at Horizon Medical Imaging's impact on patient care: "For an emergency department doctor to hear a voice clip from a radiologist saying, 'I've looked at the CT and it's OK,' almost as quickly as you get the patient back to his room is really what this is all about." This real-time reporting in the ED has enabled SAMC to treat patients more effectively.

## Results

SAMC's Radiology department gained tremendous efficiencies after implementing Horizon Medical Imaging. Report turnaround time decreased by 40% within the first year. "Faster report completion enables our physicians to provide care in a timelier manner, thereby positively impacting patient care and reducing length of stay," Williams says.

Horizon Medical Imaging also helped SAMC become 92% filmless in the first year of operation, saving nearly \$500,000 in processing costs. "The reduction in man-hours handling film means our staff can perform tasks that more effectively improve patient care and speed the entire process," Williams adds.

"We've also been able to increase our radiology volumes by more than 11%," states Miller. "We've done that without adding technical staff because of the efficiency Horizon Medical Imaging delivers."

While SAMC clinicians can now provide safer patient care faster and more efficiently, future possibilities generate excitement. Next for Griffin is the implementation of optical imaging and cardiology PACS, two areas he believes McKesson delivers a strong solution on the broad Horizon Clinicals® platform. "Our goal is to create a complete image repository and I believe McKesson can get us there."

## McKesson Provider Technologies

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