



How Vascular Reporting Made a Difference for ProMedica

At ProMedica, standardized vascular reporting optimizes workflow and efficiency. It also enables physicians to review more patient cases per day by eliminating manual data entry and makes it easier to access, review, edit, and finalize reports.

Background

When it comes to volume of vascular reporting studies performed, ProMedica Health System ranks among the top 3% of health systems in the nation. The mission-driven, not-for-profit health system has 14 locations in northwest Ohio, southeast Michigan, and southern Pennsylvania and serves more than 2 million patients a year. The immense volume of reporting required a move to standardized vascular reporting in 2010—streamlining vascular reporting by ensuring vascular techs across locations performed their work in the same fashion.

“Fivos helped us standardize our equipment, the way we scanned, the way we reported and the way in which our physicians interpreted the studies,” says Linda Jones, Director of Regional Vascular Services, ProMedica. “For physicians in our large system, it made things so much easier that patients could have a vascular study performed anywhere in the system and it would look and feel the same way as if it had been performed at a large, tertiary hospital.”

New Challenge

The impact of the Great Resignation decreased the number of IT professionals across the organization who could support ProMedica’s vascular reporting system. Additionally, departures in IT talent meant fewer team members had a keen understanding of how the reporting system operated. ProMedica needed to explore options for real-time application management—including remotely—to prevent delays in access or service if an issue were to arise.

“Our physicians are **very happy** with the Fivos vascular reporting system. If there was a threat of taking it away, they would really have a problem with it.”

—**Linda Jones**,
Director of Regional Vascular Services,
ProMedica Health System

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The Solution

With its proven history of supporting ProMedica’s existing reporting needs, ProMedica is partnering with Fivos to implement a web-based solution that enables vascular physicians to complete reports anytime, anywhere, including from the comfort of home. In addition to providing added convenience for physicians, the solution reduces the burden on IT staff by putting maintenance, support, and upgrades in Fivos’ hands.

“I don’t have as big of an internal support team for our vascular reporting system as I do with Fivos, so making the transition from an application that was supported on our local server to one that is managed by Fivos was an ideal transition,” Jones says. “It’s the perfect step in the right direction for our future.”

Before the transition takes place, ProMedica is working with Fivos to prepare for the rollout on multiple levels. “We’re a large health environment, so there are multiple systems we need to communicate with, including Epic, an enterprise content management system and data integration platform,” Jones says. ProMedica is performing numerous tests to ensure the system interacts smoothly with other operating systems.

The upgrade will not require extensive additional training for staff, as the user interface is quite similar when compared to the current user interface. Prior exams, images, and sketches will continue to be presented within the reading physician’s workflow so disease progression may be assessed quickly. This leads to faster, more complete interpretations of vascular studies. And, when exams are ready for review, they are automatically queued to the reading physician. This will save time and ensure safe and complete oversight.

“I’ve always felt like we were in good hands with Fivos. Our clinical applications lead has always been my go-to for training. He’ll work one-on-one with my management team and even a technologist if we need him to. **It’s a really good relationship.**”

Future Impact

The upgrade and transition to a web-based vascular reporting system will be “a game changer” for ProMedica physicians, staff, and patients, Jones says. The new web-based reading portal will allow physicians, technologists, and managers to review and complete reports from any location, whenever, wherever they choose. “Our physicians like the fact that you can do these reports from anywhere, rather than being tied to certain reading computers,” Jones says.

Meanwhile, the service from Fivos has been top notch, Jones says. “They’ve met all our expectations, if not exceeded them,” she says. “Urgent issues are handled within minutes, and even our non-urgent issues are handled within an hour. We couldn’t ask for a better partner.”