Medstreaming

How Sentara Customized Vascular Reporting Across a Large Enterprise

At Sentara Healthcare, a large, integrated health system with 12 hospitals and more than 100 sites of care across North Carolina and Virginia, structured noninvasive vascular reporting speeds completion of reports. It also makes the process of capturing and reviewing documentation and images from procedures easy for technicians and physicians alike. But finding the right solution took time.

Through its work with Medstreaming, Sentara's partner since 2012, the health system customized reporting for noninvasive vascular reporting across its service line, encompassing 55 templates to date. It's an approach that earns praise from physicians and is easy for technicians to incorporate, even as the health system continues to grow.

The Challenge

Finding the right approach to noninvasive vascular reporting is critical to quality performance and a health system's ability to evaluate clinical and operational performance. But for Sentara Healthcare, which boasts one of the largest vascular service lines in the country, finding a structured reporting solution that works for physicians wasn't easy.

In 2012, the vascular solution the health system relied on was the source of much frustration for physicians. The reading platform for the system was slow and cumbersome to use. It was also difficult to customize the system—a challenge given the variety of procedures performed and the size of the medical staff. For vascular surgeons, who used the same reporting templates as non-invasive specialists for procedures such as ultrasounds, "It was not functioning the way they wanted or needed it too," says Michelle Carver, Senior Clinical Analyst, Cardiac and Vascular IT, Sentara.

Even worse: The system was prone to freezing in the middle of an action. "I would get calls from physicians telling me about the amount of time they had wasted waiting for the system to load," says Carolyn Strek, Director, Vascular Services Line, Sentara. "We needed a better solution."

> "We consider ourselves somewhat of a unicorn because we have such a big vascular program. In Medstreaming, we've found a company that has invested the time and energy to make noninvasive vascular reporting easy to complete and easy to scale. They are the right partner for our needs, no matter the setting."
>
> —Carolyn Strek,
> Director, Vascular Service Lines
> Sentara Healthcare

The Solution

Faster clinical decision-making

Sentara chose Medstreaming to be its noninvasive vascular reporting partner based on its deep expertise in vascular reporting, its platform's intuitive workflows, and the ability to create multimedia reports with anatomical sketches in just a few clicks.

The platform is designed by clinicians for clinicians, resulting in a system that supports faster clinical decision-making and better patient outcomes.

Customized reporting templates

Customized reporting templates. Sentara began the process by customizing reporting templates for each procedure according to accreditation guidelines and physicians' needs. Ultimately, standardized reporting templates would ensure that reporting workflows and documentation would look the same no matter which facility across the enterprise provided care. While the degree of customization that Sentara sought made the process of building and implementing a new reporting platform more challenging, Sentara was committed to developing a fully customized system—and Medstreaming was up to the task.

In-depth education and support

In-depth education and support. Once the platform was ready to implement, Sentara adopted a "train the trainer" approach, focusing on one facility at a time and then relying on superusers to help train technicians at the next facility. Meanwhile, Carver—who supported the new platform on the IT side—flew to Medstreaming's offices in Redmond, Wash., for in-depth training and a behind-the-scenes look at how the platform was designed.

> "We use Medstreaming 24 hours a day for about 315 exams per day across more than 30 sites. It's a smooth and strong application with streamlined workflows that make reporting easy to perform and manage."
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> —Michelle Carver, Senior Clinical Analyst, Cardiac and Vascular IT, Sentara Healthcare

The Impact

Right away, physicians appreciated the difference that came with the Medstreaming platform. "We literally make it very easy for technicians to just click and funnel the data so that it's presented in a standardized way," says Beverly Oglesby, BS, RVT, an educator for Sentara. "That's important when you're reporting on a really complicated exam. It ensures everyone is using the same verbiage to describe the procedure."

Throughout the implementation process, Sentara worked with Medstreaming to troubleshoot where additional resources and support might be needed.

"We took the time we needed to help staff adjust to the new system because it wasn't our first time going into structured reporting," Strek says. "We knew that even as the technical workflows improved with the new reporting platform, they also had become more complex. We took the lessons learned from our previous implementation and applied them here to ease that transition."

Today, Sentara's reporting platform not only makes it faster to create vascular reports, but also keeps the health system ahead of the curve when it comes to advancements in analytics.

"I don't think a week goes by where I'm not contacted by someone pitching an artificial intelligence solution that will help us mine our records and I realize that we've had discussions with Medstreaming for the last 10 years as they were planning for AI early," Strek says. "Medstreaming has been ahead of a lot of the other technology companies in this space for the past decade."