

# Improve timely delivery of acute and non-acute findings

Help reduce risk with a closed-loop communication process for all actionable findings

## Track incidental findings

Imaging reports note both critical and incidental findings, and often contain time-sensitive recommendations for follow-up care. Due to inefficient workflows and poor communication practices, however, these recommendations are easily overlooked.<sup>1</sup>

The inability to efficiently track findings can result in delayed diagnoses, poor patient outcomes, and increased liability for medical malpractice. In fact, the failure to adequately communicate radiology results to patients is a leading cause of litigation against clinicians.

Change Healthcare Imaging Actionable Findings enables an automatic, closed-loop communication process to notify patients and ordering clinicians of all actionable imaging findings. By driving timely, appropriate care, the service helps reduce risk for patients, physicians, and health care organizations.

## Standardize your workflow

For critical or urgent findings, as well as complex cases, the radiologist triggers the acute-finding workflow to send an immediate alert to the navigator. Communications are time-date stamped and follow an organization-defined escalation hierarchy to help ensure a prompt response.

The system uses natural language processing (NLP) to scan the full radiology report—not just impressions—to verify that all urgent/critical findings have an associated case. Missing documentation is sent back to the radiologist and navigator to ensure all data is captured for regulatory and quality purposes.

Radiologists dictate actionable incidental findings, which the system automatically identifies in the report using NLP. Findings are sent to the ordering clinician for a response, as well as to a worklist for a navigator to monitor until the loop is closed. Findings and recommendations for follow-up care are also logged in the EHR, ensuring a complete medical record.

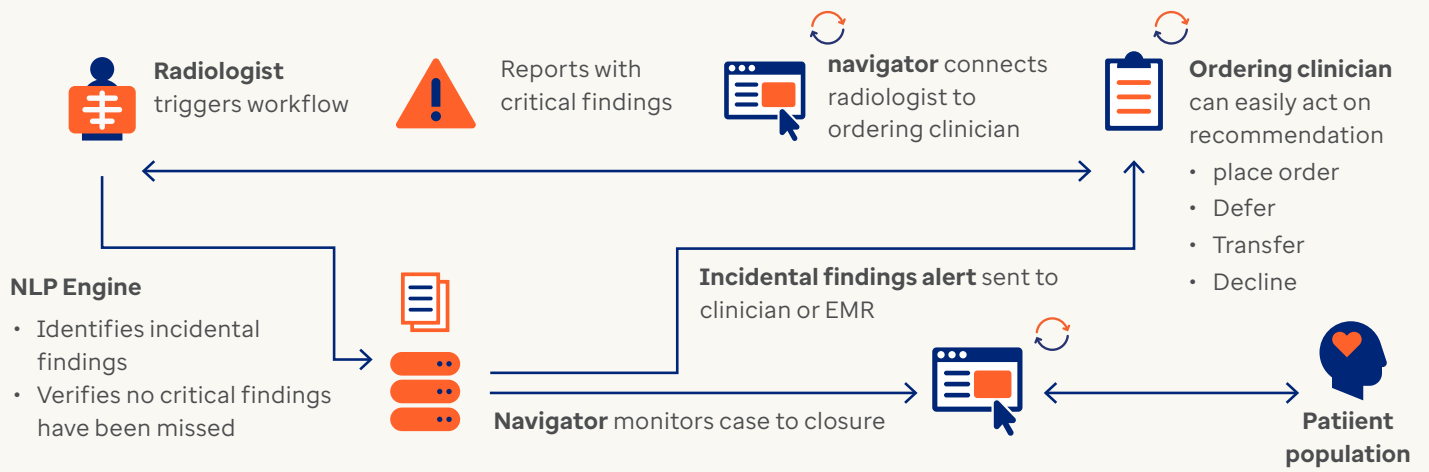
## Simplify clinician response

Ordering clinicians are automatically notified of all follow-up recommendations for further imaging, as well as those for non-imaging care, i.e., lab work. Alerts are received in the clinician's preferred workflow, allowing clinicians to review them any time, from any location, without undue interruptions.

Clinicians can manage the follow-up process in a matter of seconds, as recommendations are easily translated into an order via the app's voice commands. They can also delegate a recommendation to a staff member or the workflow navigator to ensure prompt follow-up.

For non-acute actionable findings, the clinician can:

- Accept the recommendation and send an order to the EHR
- Defer the recommendation to a later date
- Decline the recommendation with a documented reason
- Transfer the recommendation to another clinician
- Consult with the radiologist or another clinician
- Place a new order for additional testing or imaging
- View the patient's prior exams



## Improve clinical outcomes

Providing clear, explicit recommendations for follow-up care—such as time intervals, modality, and specific anatomy—increases follow-up compliance rates.<sup>2</sup> Our service tracks follow-up recommendations for quality and clarity, helping your organization improve performance, increase adherence, and meet regulatory requirements.

## Standardize care transitions

During care transitions, communication between hospital-based and primary physicians can be haphazard, leading to missed information and increased risk. By removing communication barriers between clinicians, Change Healthcare Imaging Actionable Findings helps standardize care transitions. Automated workflows and mobile app consultation tools help increase timely communication.

## Rely on our expertise

Unlike other solutions, our flexible Change Healthcare Imaging Actionable Findings service lets you customize your incidental findings workflow. For example, your organization may choose to send notification letters directly to the patient if the physician doesn't respond to alerts.

Our team helps your organization establish baseline KPIs such as workflow queue, cases, and issue backlog. We work with your referring community to collect accurate contact information and drive service adoption. We also assess, design, and recommend any necessary IT or operational improvements to support the service.

## Capture lost revenue

In a retrospective review of one hospital's radiology reports containing non-urgent findings, an average 26% of recommended imaging follow-up exams were never performed.<sup>3</sup> Capturing just half of that exam volume would result in an estimated additional \$7 million in revenue for the health system.<sup>4</sup>

Change Healthcare Imaging Actionable Findings service helps your organization maintain exam volume, improve referral strategies, and navigate inpatient and outpatient exams to strengthen revenue streams.

1. Anthony Galinato, MD, et al. "Lost to Follow-Up: Analysis of Never-Viewed Radiology Examinations," *Journal of the American College of Radiology*, Nov. 2, 2018. [https://www.jacr.org/article/S1546-1440\(18\)31050-0/fulltext](https://www.jacr.org/article/S1546-1440(18)31050-0/fulltext)
2. Thusitha Mabotuwana, et al., "Improving Quality of Follow-Up Imaging Recommendations in Radiology," *AMIA Annual Symposium Proceedings Archive*, 2017:1196-1204. April 16, 2018. <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC5977608/#r9-2731307>
3. Radloop analysis of Nadja Kadom, et al. "Safety-Net Academic Hospital Experience in Following Up Noncritical Yet Potentially Significant Radiology Recommendations," *AJR*:209, November 2017;1-5 <https://pubmed.ncbi.nlm.nih.gov/28777651/>
4. Calculation based on Radloop's Recaptured Revenue Estimator at <https://radloop.net/calculator/>, April 20, 2021



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