

2024 VIZIENT CONNECTIONS SUMMIT

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Informatics-Led Autonomous Workflows in Outpatient Radiology

Greg Sitkiewicz, Chief Commercial Officer, Akumin

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Learning Objectives

- Describe methods to increase outpatient radiology operational efficiencies.
- Discuss how informatics-led autonomous workflows impact delivery of care for patients.



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- Akumin currently operates in 47 states and represents a network of outpatient clinics, in partnership with hospitals and healthcare systems, ensures access to essential imaging and radiation therapy services. We provide fixed-site, interim, and mobile solutions to keep high-quality care within the community's reach.
- A significant number of the US population does not live close to an Academic Medical Center / Imaging Center with the modalities they may need for diagnosis and treatment.
- The radiology industry is facing numerous challenges that impact patient care; Akumin has addressed many of these.

Challenges



Staffing Shortages

- 100% of Health Systems report staff shortages as a top challenge¹
- 44% of imaging technologists in the United States report moderate or severe levels of job stress¹
- 45% of radiologists report symptoms of burnout²



Timely Reporting

- 97% of radiology departments are unable to meet reporting requirements³
- 100% increase in the number of facts per clinical decision from 1990 to 2020⁴



Patient No Shows

- 15% of patients no show for their appointments with some imaging modalities⁵
- 50% of patients don't adhere to imaging follow-up recommendations⁶

1. Radiology staff in focus: A radiology services impact and satisfaction survey of technologists and imaging directors.(2019). 2. <https://catalinaimaging.com/radiologist-burnout/>. 3. <https://www.cqc.org.uk/sites/default/files/20180718-radiology-reporting-review-report-final-for-web.pdf>. 4. Evidence-Based Medicine and the Changing Nature of Healthcare: IOM Annual Meeting Summary (2007). 5. Rosenbaum JI, et al. (2018). 6. Shuaib et al., (2014)

Interventions

EMR
Connectivity

Electronic
Concierge

Radiology
Command
Center

AI Enabled
Cloud Based
PACS

Physician
Portal

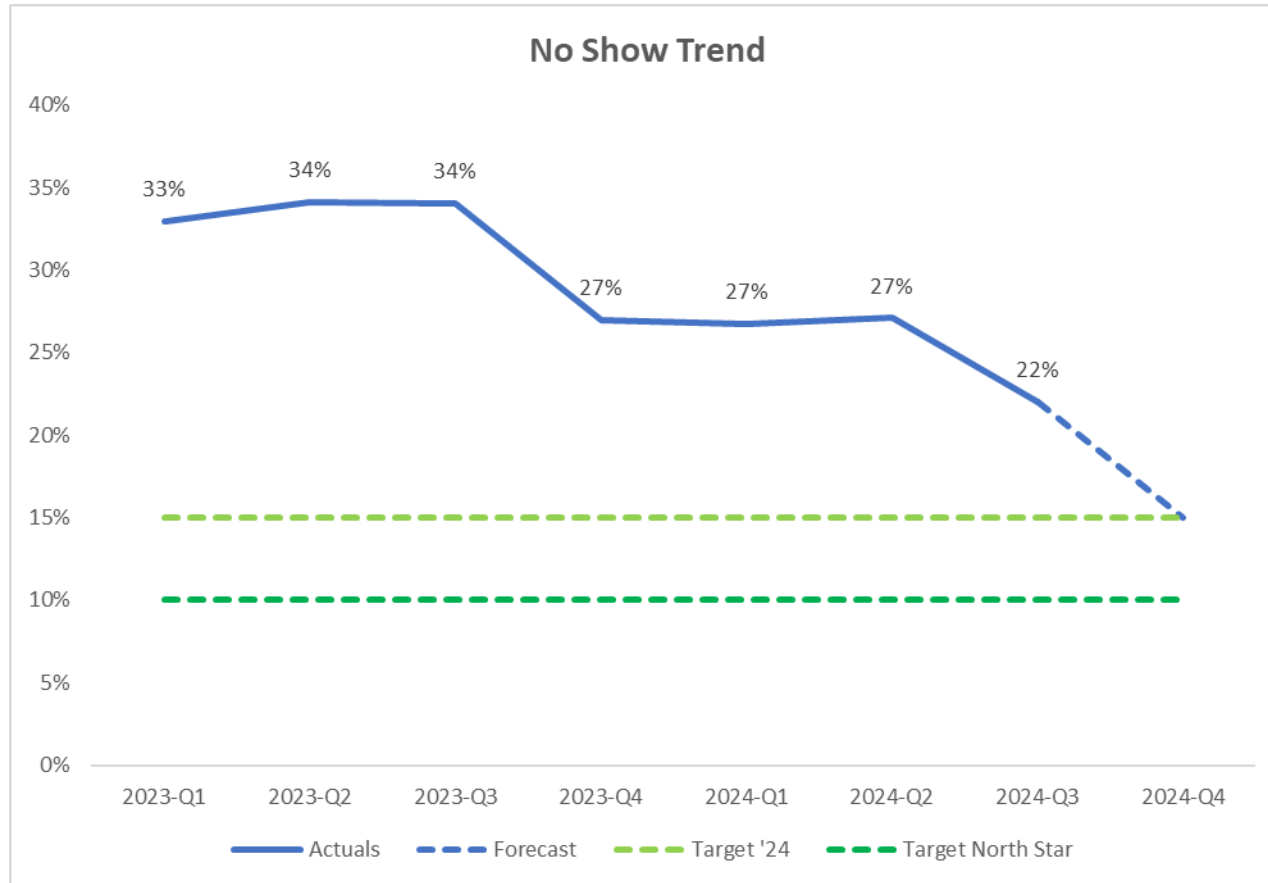
Interventions: EMR Connectivity

- Advancing Healthcare Efficiency and Quality with Interoperability Solutions. We use a range of options for integrating with referring provider's EMR/EHR systems to ensure flexibility and convenience to align with the provider's preferred workflow.

Interventions: Concierge Solution

- Comprehensive Journey Integration: Connects all stages from scheduling to follow-up within the advanced Radiology Information System (RIS)
- Automated and Efficient Processes: Streamlines patient preparations and scanning, improving efficiency and reducing wait times.
- Efficient Imaging Center Operation: Run by skilled Patient Concierges and Technologists, ensuring a smooth, patient focused experience.
- Patient-Centered Approach: Focuses on patient comfort, making medical imaging more accessible and less daunting.

Interventions: Concierge Solution



Actions Taken To Improve No-Shows

- 1 Patient reminders via confirmation calls & auto-text to scheduled patients 24 hours in advance.
- 2 Dynamic scheduling & double-booking.
- 3 Self-scheduling & online patient registration software.
- 4 “Flex hours” in evenings at clinics for walk-in and no-show patients.
- 5 No-show policy enforcement including follow-up calls within 15 minutes of no-show by clinic staff to re-capture.
- 6 Transportation assistance.

Future Actions To Improve No-Shows

- 1 Scale up self-scheduling across all Akumin clinics.
- 2 AI-based no-show predictor to improve appointment utilization.

Interventions: Radiology Command Center



- Remote Image Acquisition; Enhancing Imaging Efficiency and Security with Advanced Remote Services. Remote Imaging redefines efficiency by allowing our remote technologists to concurrently manage scans for up to 3 patients.

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Interventions: AI Enabled Cloud Based PACS



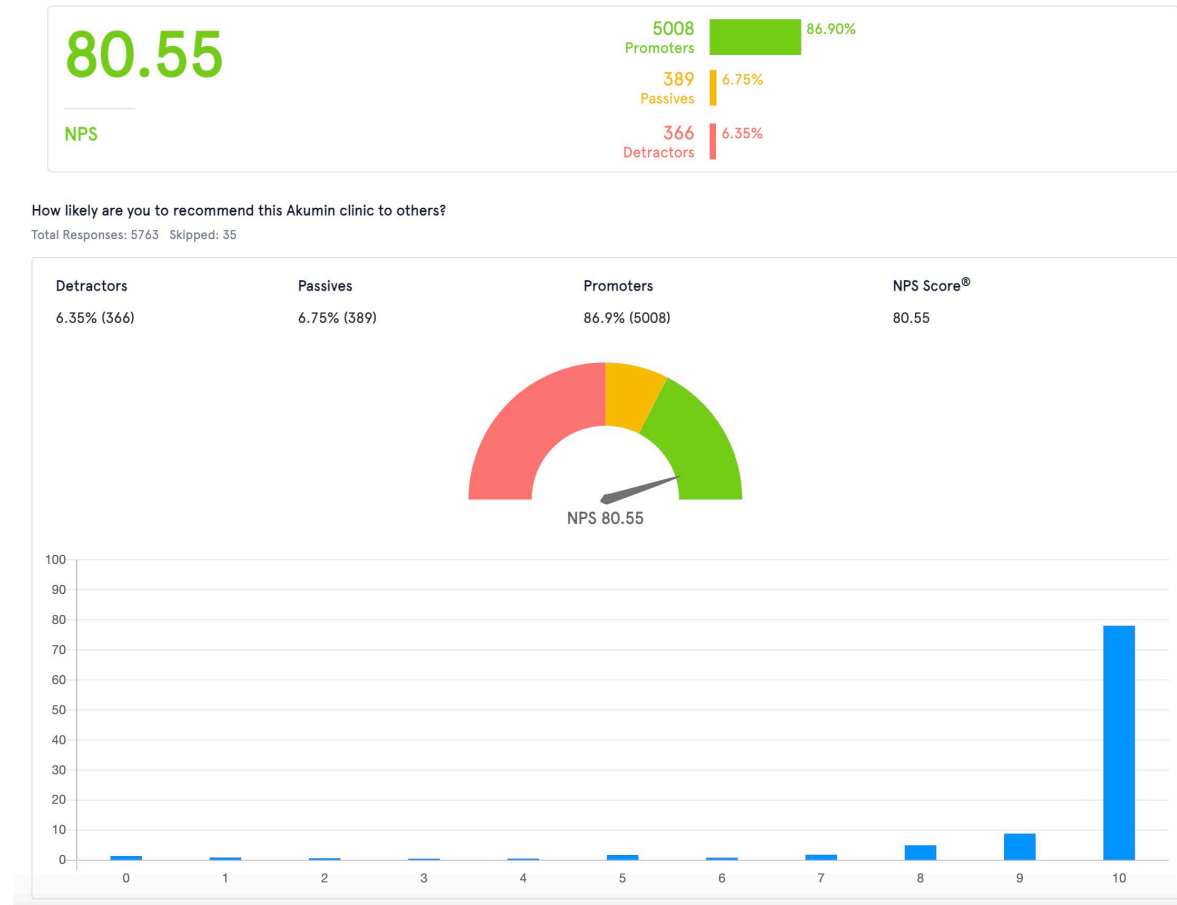
- Seamless image acquisition for image and data interpretation which allows for timely reporting and results communications with referring providers.

Interventions: Physician Portal

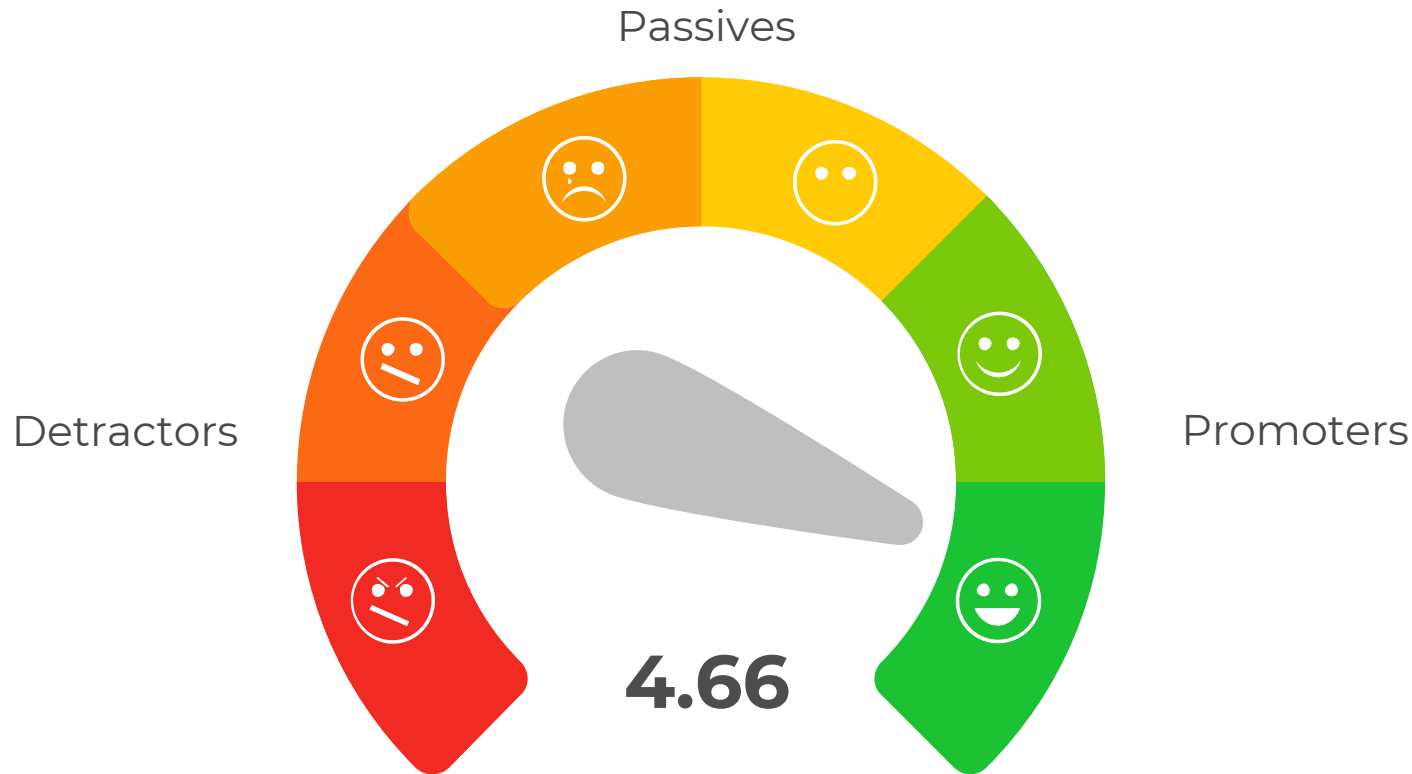
- Efficient shared clinical decision making, pathway selection, and treatment.

Outcomes – Net Promoter Scores

- NPS Score is displayed in the Tableau Executive Dashboard
- Daily, weekly, monthly reports shared with staff and management
- 2023 Average NPS score - 75.1



Outcomes – CSAT Survey



92.98%

4691 POSITIVE

4.26%

215 NEUTRAL

2.76%

139 NEGATIVE



- 1 How would you rate your overall experience with us today?
- 2 Regarding the process of scheduling your appointment, either by phone or online, how would you rate your experience?
- 3 How would you rate the length of time it took to be seen during your visit?
- 4 How would you rate your experience interacting with our staff (including front desk and technologists)?
- 5 How satisfied were you with the overall cleanliness and safety measures at our clinic?
- 6 Based on your overall experience, how likely are you to visit an Akumin clinic in the future?

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Lessons Learned

- First time image acquisition is a patient and provider satisfier
- Enhanced operational efficiencies lead to better care and more timely image acquisition / diagnosis / treatment
- Multiple facets / partnerships are needed to bring this complex ecosystem to the next level

Key Takeaways

- Advances in technology are enabling better outcomes
- Interoperability is critical in complex care
- Imaging is being incorporated more deeply in care / pharmaceutical regiments

Questions?



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