


 Veriphy®

**Memorial Hermann Southeast Hospital**

Sails Through a Surprise Joint Commission Survey, Thanks to Veriphy

**An unannounced accreditation survey by a team from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) is never easy, but thanks to Veriphy, Nuance Healthcare's technology-based solution for Critical Test Result Management (CTRM), Memorial Hermann Southeast Hospital in Houston (MHSE) knows it has one less thing to worry about.**

**As one of nine acute care hospitals in the Memorial Hermann regional health care system, MHSE operates 256 beds and performs about 103,000 radiology exams annually.**

Before Veriphy was implemented, significant and emergent test results were a frequent source of worry to the physicians and to administrators such as Cynde Chatelain, imaging manager for the hospital. They knew it was their Achilles' heel.

"In the old days," Chatelain says, "the physicians would have to play 'phone tag'. Time would pass and they might forget about communicating the critical test result or they might not remember whether it had been done. Then later, it might become a contentious issue between the radiologist and the referring physician."

To fix the problem, the hospital started using Veriphy in July 2006. Now, she says: "There is no finger pointing and no doubt about whether and when a result was communicated, because all the radiologists use the Veriphy system. The entire communications trail for each critical test result is documented and archived automatically, making compliance with all legal and professional standards for communications a snap. At first there was

**Highlights**

- Veriphy is implemented at 6 of the 9 Memorial Hermann Regional Healthcare system facilities.
- Memorial Hermann produces an average of 125 significant and emergent patient findings per month.
- Now meeting Joint Commission National Patient Safety Goals 2C and 2D.
- Reduced the turn-around time for critical test results to 20 minutes and closed the communication loop between the radiologist and the referring physician.
- Quality of patient care significantly enhanced.

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some resistance to change, but that was short-lived as the radiologists became familiar with the user-friendly system.”

“Our radiologists absolutely love it,” Chatelain said. “I couldn’t take it away from them if I tried.”

The icing on the cake came in November 2006. A JCAHO team showed up at the hospital for a surprise accreditation visit. Chatelain said a physician member of the team was particularly interested in how the clinicians used Veriphy. He even took the time to listen to a sample communication of a critical test result.

According to Chatelain, the hospital administration is happy with Veriphy, too, because now they have documentation at their fingertips and are able to determine how well physicians are doing in communicating critical test results. Now, critical results are usually communicated within 20 minutes and escalation steps rarely kick in.

**Challenge:** Find a critical test result communication and management system that would satisfy regulatory requirements without hampering physician and clinician workflow.

**Strategy:** Working with the staff and referring physician communities at Memorial Hermann, administrators mapped out a process for critical test results that facilitated communication and follow up while providing the critical documentation needed to satisfy regulatory requirements. The cornerstone of the process included implementing Veriphy.

**Results:** After implementing Veriphy, Memorial Hermann was able to significantly reduce the time that radiologists spend on sending and managing critical tests.

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