High Volume Radiology/Pathology Transcription Outsourcing During Technology Change

Client Profile: One of the largest non-profit Catholic health systems partnered with a leading provider of technology-enabled RCM services to expand the scope of traditional HIM clinical documentation services to include radiology and pathology.

Challenge: A nonnegotiable (less than 30 days) go-live date on an unfamiliar pathology platform was amended 6 days prior to go live to include radiology transcription services. Limited availability to new technology subject matter experts complicated the transition of 28 former direct employees to outsourced positions under Aquity. Third party vendor delays for remote access and anti-virus installations forced temporary transcription workarounds to assist with paper records during the transition before returning to normal turnaround time and electronic workflow requirements.

Approach: Daily analysis meetings and progress updates were held to manage through the compressed timetable and drive fast tracked team collaboration across Human Resources, Application Analyst, Operations, IT, and Project Management departments to conduct accelerated assessment, discovery and plan of action development. Project scope included coordination between Cattails (HIM), Pathology information system (LIS), Radiology Information (RIS) and PACS systems along with Aquity facilitated dictation applications. We coordinated with client's IT staff to arrange access for remote staff, download required software applications, and ensure stability and security for connectivity and configurations. Configured client specifics, sample reports, partnership engagement processes, QA assessments, and sign off procedures. Development of dictator profiles and hierarchical reporting to validate and trend service performance by provider, site specific departments, and national client scope.

Results: The Aquity HIM, Pathology and Radiology Operations Team accomplished:

- Successful on-time go-live.
- Knowledge transfer of HIM, laboratory information system, and radiology RIS and PACS reporting platforms from new vendor to Aquity support teams.
- Creation of detailed training materials to accelerate workflow, reduce new staff member ramp up time, and ensure total transcription program success.
- Specialty transcription service teams beat turnaround time objectives and exceeded quality measures beginning with first day of go-live. Pathology backlogs were brought current within 48 hours. Radiology backlog were brought current on the go-live date.

To learn more about Aquity Solutions medical transcription services, contact us today at info@aquitysolutions.com.

Success Story