

# Natural Fit: Rely on Radiology to Lead Service Line Improvement

**FACILITY TYPE:** Rural Community Hospital in Northeast

*“Foundation Radiology is truly patient centric and customer focused. The staff lives for delivery of quality radiology services. Referring physicians can pick up the phone and discuss their cases peer-to-peer with Foundation subspecialists.”*

– Hospital CEO

**FOUNDATION**<sup>®</sup>  
RADIOLOGY GROUP

## THE CHALLENGE

A community hospital wanted to improve the quality of its imaging services to better meet expectations of patients and the desire of referring physicians to have subspecialty radiologists conduct the reads quicker with improved diagnostic accuracy. Main issues included:

- ▲ Slow radiology response and report of findings to emergency department
- ▲ No onsite radiology leadership
- ▲ Inappropriate or duplicative imaging tests performed
- ▲ Stagnant growth in radiology and service lines
- ▲ Lack of subspecialty radiology reads

## THE SOLUTION

The hospital chose Foundation Radiology Group as its trusted advisor to revamp the radiology program, confident in Foundation’s extensive experience implementing its pioneering model and bringing a full complement of radiology subspecialty expertise to dozens of health systems.

Among the initial priorities was establishing an onsite radiology leader available for consultations with referring physicians and improving interactions with medical staff. Additionally, Foundation credentialed two dozen radiology subspecialists to support local radiologists in delivering faster turnaround of patient reads with lower error rates. Those subspecialists are available on demand by phone, day and night, to discuss cases.

Foundation worked closely with medical staff and hospital administration, applying Six Sigma processes to improve radiology efficiency and quality across all hospital service lines. They established quality metrics targets such as error rates, turnaround times, critical findings and

other trends. Each quarter the hospital receives a report on these measures, which informs improvements and provides a level of transparency that instills confidence among administration and physicians.

Radiology led a priority quality and patient safety effort to reduce inappropriate and duplicative imaging tests, educating staff around which radiology procedure is appropriate based on patient condition and history. Another Foundation initiative improved processes for radiology response to the ER – particularly in cases with critical (positive) findings that physicians need quickly to guide treatment.

## THE RESULTS

An invigorated radiology department developed strong relationships with referring physicians. They grew mammography and interventional radiology services, such as stereotactic breast biopsy. Medical staff experienced improved responsiveness and turnaround times. Importantly, quality initiatives are paying off with **a significant reduction in unnecessary or duplicative CTs and other imaging tests.**



### UNDER 7 MINUTES

– Average turnaround time for radiologist to communicate critical findings and guidance to referring physicians



### LESS THAN 13 MINUTES

– Foundation final read and response time back to physicians who call for emergent subspecialist reads and consults

*“They’ve changed the culture of onsite radiology practice. The interaction of local radiologists with medial staff is completely new.”*

– Hospital CEO

## About Foundation Radiology Group

Foundation Radiology Group, based in Pittsburgh, Penn., is a trusted advisor for integrated delivery networks, community hospitals and local radiologists. With over three dozen referenceable clients across a 10-state region, our fully integrated radiology solutions platform combines onsite local radiologists and subspecialty services of a highly-trained physician team. Foundation’s more than 90 radiologists are all US-based providers. We offer expertise in every subspecialty, including interventional radiology. Our radiology team is available for consults day and night and delivers final reads 24/7/365.



Foundation Radiology Group is the first multi-institutional radiology group accredited by the Joint Commission and has a Quality Assurance process based on best practices from the Joint Commission and the American College of Radiology.