The Connection

Effective solutions. Real results.

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Simplified workflow for improved ECG turnaround.

"With the MUSE® system, the ECG is online before the electrodes are removed from the patient's chest."

— Christine A. Dindy, CCT, EKG Supervisor, Cardiovascular Center South Shore Hospital

South Shore Hospital of Massachusetts is a not-for-profit provider of acute, outpatient, home health and hospice care for 700,000 residents of southeastern Massachusetts. Its cardiovascular center features a team of more than 30 cardiologists, radiologists and vascular surgeons.

South Shore Hospital explained that its old process for capturing, analyzing and billing ECGs was labor-intensive and time-consuming, causing delays in ECG transmission, interpretation and billing. Despite consistent effort by the staff, the hospital's 48-hour turnaround goal was not being met.

The Challenge

The hospital sought to streamline its ECG process through implementing the GE Healthcare MUSE Cardiology Information System. The traditional paper process was slow and inefficient, impeding the hospital's goal of 48-hour ECG turnaround. With the MUSE system, South Shore Hospital was able to improve workflow and provide fast, easy access to ECG data.

The Results

- Improved workflow and reduced data entry errors
- Expedited ECG interpretation and report generation
- Reached goal of 24-hour maximum ECG turnaround time
- Achieved 100 percent physician usage of the new system
- Provided results to other physicians via the system's interface to the Meditech EMR
- Enabled remote access to ECG data for entire physician group

The old ECG process

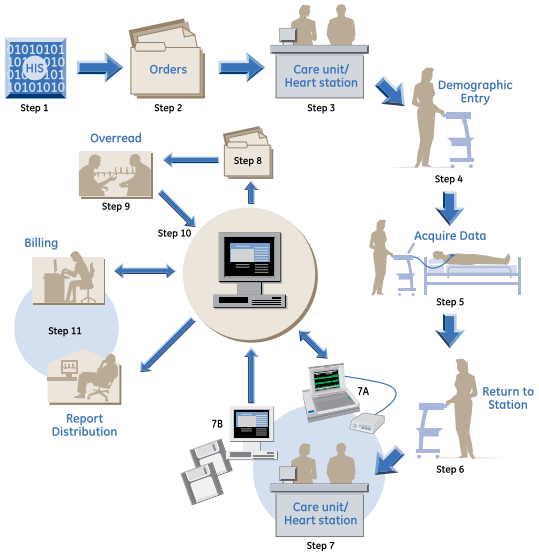
The old process, as described by South Shore Hospital, caused workload backups, because ECGs could not be downloaded into the system until the ECG technician returned from rounds. ECGs were often transmitted at the end of a shift, causing further delays. Batch transmission of data meant that cardiologists often had to read many ECGs at once; manual entry of interpretation corrections sometimes resulted in data entry errors.

Creating a wireless, seamless flow of data

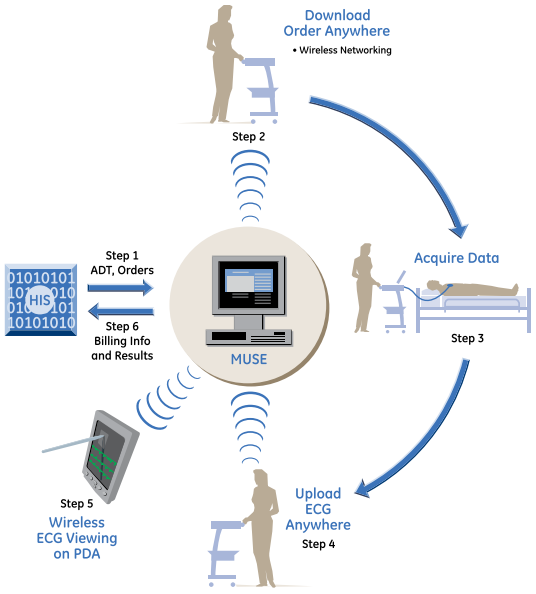
The MUSE system directs and manages the flow of ECG information, providing fast delivery of data and streamlined workflow. Wireless communication links expedite ECG availability and order download via wireless transmission of data between the ECG units and the MUSE system.

Implementation, training and buy-in from physicians

"The key to getting physicians to interpret ECGs online was to promote the system's biggest advantages, such as group in-baskets, remote access and accurate auto-interpretations," Dindy says. "We showed them there would be fewer delays in ECGs and no possibility of technicians or clerical staff entering the wrong information into the report."



Old ECG Workflow



New ECG Workflow

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imagination at work

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