

Case Study

Client: Mountain West Medical Center

Tooele, Utah

38-bed facility serving rural Tooele County, population 40,000

Contact: Dr. James Webber, Chief of Radiology

Goals: Find a financially feasible way to implement digital PACS in a growing hospital

Decision: Deploy six-point solution of Evolved services and enabling technologies:
Bank² Failsafe offsite archive
Process² Workflow engine for radiology/cardiology
Access² Web image distribution
Scribe² Transcription Service
Team² Installation, training and round-the-clock management
Link² Seamless communications interface

Results: Launch date, October 2002
Lower than usual up-front investment
Affordable pay-per-transaction structure
High productivity –solo radiologist completing 70 exams per day
Positive feedback from referring physicians
Steady growth

In the client's own words...

"Mountain West wanted digital teleradiology, but a hospital our size can't easily afford a traditional PACS with the full onsite installation. So when we opened in May, 2002, our CEO searched for another option. Evolved offered us a pay-per-exam structure that reduced the up-front investment for PACS. They manage the technology for us, and this is the ideal model for a smaller hospital.

"I have a solo radiology practice here, and the Evolved solution allows me to manage the department without physically having to be everywhere at once. Actually, the prospect of a digital system was one of the factors that attracted me to come here. We run all the modalities except mammography through the same system, and we're now processing 1800 to 2200 exams per month. Without a digital environment, we simply couldn't do that.

"Our installation went smoothly, and I was particularly pleased that a hospital our size received such good training on the equipment and software. Customer service has been excellent. Even if I call in the middle of the night, they're very responsive. We're able to give physicians quicker access to the diagnostic information, and that greatly enhances patient care."