

## Case Study

**Client:** Tuomey Healthcare System, Sumter, SC

*A Quorum managed hospital*

266 bed hospital –sole hospital in city; serves 3 county area of 150,000 people; 90,000 procedures/year

**Contact:** William E. Smith, Administrative Director of Imaging Services

**Goals:** Convert to digital imaging at a reasonable cost  
Obtain an enterprise-wide solution for archiving  
Link with outpatient center 5 miles from main campus  
Aid recruitment of medical imaging specialists  
Improve medical and technical staff efficiency

**Decision:** Deploy the Evolved 5-Point Solution of services and technologies:  
**Bank**<sup>2</sup> Failsafe offsite archive  
**Process**<sup>2</sup> Workflow engine for radiology/cardiology  
**Access**<sup>2</sup> Web image distribution  
**Scribe**<sup>2</sup> Transcription Service  
**Team**<sup>2</sup> Installation, training and round-the-clock management

**Results:** Offsite archiving eliminated up front capital expense  
Report turnaround reduced from 24+ hours to 3 hours  
200% increase in radiologist efficiency  
Greater flexibility in scheduling procedures  
Expedited patient diagnosis and treatment  
Less than 2 hours total system downtime since June, 2001  
Reduction of three FTE's  
Repeat rates are almost none existent

### *In the client's own words...*

"We evaluated several vendors before choosing Evolved. Our research told us they had quality equipment, but the service component was the main factor. From both a financial and a service standpoint, their managed solution was a better option than buying our own system. No other providers offered the 'pay per procedure' model or the quick turnaround on archiving without the huge up-front capital expense.

"This hospital is the only major full-service facility in a one-hour radius, and this state-of-the-art imaging system has been a drawing card to help us recruit. In our area, it's sometimes difficult to fill X-ray and imaging tech positions. No more processor jams and chemistry problems. The techs aren't out of hearing distance of their patients.

One big change is, as you walk through our radiology department now, you don't hear all the paging, or see the staff delivering film to ER and ICU or looking for lost film. This system has helped ease the pressure of the call responsibility for the radiologists. Very seldom does a radiologist have to return to the hospital in the middle of the night to read studies. As the electronic archives build up, old studies and reports are available on a secure web site to radiologists and consulting physicians. Everything is much more seamless, and quality control is easier.

“Evolved put their technical people on site to make sure our installation went well. After their training, all our physicians adapted quickly. Our onsite PACS administrator provided by Evolved handles everything for us. Lots of companies will sell you software, but the question is do they have the follow-through support to make it work? Evolved does.”

William E. Smith, Administrative Director of Imaging Services