

# Hendricks Regional Health



## Why Fuji?

*"We wanted a Web-based system. Many of the vendors have one platform for the radiologist, which is linked with a Web server to a totally different platform for referring physicians. We wanted a system that had a single look. It made our training much, much easier."*

Stanley Metzger  
Director of Radiology  
Hendricks Regional Health  
Danville, IN

## Simplicity of use results in seamless deployment and measurable benefits

**DANVILLE, IN:** While all radiology facilities realize benefits when they convert to PACS, few have achieved the remarkable success of Hendricks Regional Health (HRH). With the simple yet powerful design of Fuji's Synapse, this 160-bed non-profit hospital not only transitioned its radiology department to a filmless environment in a mere 100 days, but they also went paperless and completed a successful RIS/PACS portal integration, all while forgoing the hiring of a PACS administrator.

HRH, which includes the hospital as well as outpatient radiology services in nearby Brownsburg, Avon and Plainfield, conducts about 100,000 imaging procedures a year. When the facility decided to go filmless, it informed its referring physicians in March 2004 that film would not be available after July 1, and it was not.

This rapid conversion and the ability to forgo the hiring of a PACS administrator are largely attributable to Synapse's Web-based architecture. Training for users of this application is much easier than that required to work on a UNIX-based PACS, said Stanley Metzger, director of radiology at HRH.

"Synapse is an extremely easy system to administer. I've worked with another major PACS, so I know how different things can be," Metzger said. "There are three of us (managing the department) and, yes, one of us is more proficient with digital systems than the others, but we've found we simply don't need someone dedicated to the management of Synapse."

Metzger acknowledges that a good relationship with the hospital's information services department has been crucial to his success with Synapse.

"Here's my problem with a PACS administrator: If that person leaves, it creates a void when that knowledge walks out the door. It can be a devastating loss," he said. "The talent in our IS department is not concentrated in one person. They take care of the disk drives, the network, the Cisco switches and so on. We handle the clinical part."

In addition to being filmless, the radiology department at Hendricks Regional Health is also paperless. Radiologists use a voice recognition (VR) system for dictation, and a document scanning system from Fuji that allows patient documents to be retained electronically with images in the PowerJacket™ feature of Synapse.

Fuji provides a high-speed, automated tool within Synapse for the capturing, scanning and filing of all paper documents. This workflow enhancement allows

**SYNAPSE**  
FOR RADIOLOGY

 **FUJIFILM**



*"I've had very positive feedback from users regarding the PCI interface. The physicians like the fact that they can look at the report and the images at the same time. And the techs love that they don't have to log into a separate system to mark studies complete. It's all done right from Synapse."*

Stanley Metzger  
Director of Radiology  
Hendricks Regional Health  
Danville, IN

**Facility Facts**

- 106,000 imaging exams/year
- 160 beds
- 256 staff physicians
- 5 attending radiologists

**PACS Facts**

- 4 acquisition sites
- 3 radiology workstations
- Approximately 740 PACS users
- 8 imaging modalities
- Fuji CR
- Meditech HIS
- Meditech RIS
- EMC image storage



documents associated with a patient record – exam orders, admission forms, consent forms and more – to be integrated into the electronic file while kept in their native format versus being converted to DICOM as many systems do.

Radiologists at Hendricks are also experiencing the real benefits of voice recognition that can be obtained when it is integrated with a PACS. They became convinced of its value as soon as they saw report turnaround time fall from an average of 40 hours to 11 hours. And emergency physicians now receive their finalized reports and images in about 30 minutes, often even before their patients are returned to them.

"The radiologists are thrilled not only with Synapse, but also with Fuji's CR, which enabled them to convert from conventional to digital x-ray. The entire system made a huge improvement in their productivity, probably improving it by at least 15 percent," Metzger said.

Synapse also allows the radiology department to provide much better service to referring physicians, Metzger noted. "I haven't seen any studies to prove it, but I believe the time we're saving our referring physicians is enough for them to see an additional patient every day. If we can get one additional CT study out of that, it's huge."

The integration of Synapse with Meditech's RIS has also been valuable in accelerating access to critical patient information.

"With the integration of Synapse and the Patient Care Inquiry product, our referring physicians have the added convenience of accessing all radiology studies directly from a familiar portal," Metzger said. "They can log in and immediately access studies they need while having all of the viewing features of a state-of-the-art PACS."

One of the largest groups of referring physicians is a pediatric practice at HRH. This group often provides a flurry of imaging requests in late afternoon. Doctors who see children with a cough and fever want to know if their patients have the flu so they can start antibiotics promptly, if necessary. With Synapse, instead of a game of phone tag, a stat order comes across on the RIS, a radiologist reads the x-ray and finalizes a report in minutes, and the pediatrician orders treatment before the sick child leaves the office.

Good service like this prompts more demand, Metzger noted, and his department expects to see significant growth in coming years. Procedure volume was up 12% in 2004, but the efficiencies gained by the PACS obviated the need to hire additional staff.

While savings have also been realized in film costs, this is generally not a good way to cost-justify PACS, Metzger noted.

"I hoped to reduce film costs by about 60% in the first full year with Synapse, and it looks like we'll do much better than that," he said. "But I would never advise someone to buy a PACS based solely on what they're going to save on film. It's the productivity improvements and gains in efficiencies that matter."

Turning off the film processors at HRH and forcing everyone to adjust to digital images quickly may have been a shock to many physicians, but it proved to be the right decision.

"Because of the innovative architecture of Synapse, and because it operates consistently with other PC programs users are familiar with, three months was enough time to get people trained and things set up, he said. Synapse is not only a very powerful system, but it is also very simple to use. And we're seeing direct benefits in many ways."

**Corporate Headquarters**  
419 West Avenue  
Stamford, CT 06902-6300  
203-324-2000 • 800-431-1850

2001 Westside Parkway  
Suite 165  
Alpharetta, GA 30004-7408  
770-346-0120 • 888-699-FUJI (3854)

29012 N. Hancock Parkway  
Building 7  
Valencia, CA 91355-1007  
800-431-2861

1055 Stevenson Court  
Roselle, IL 60172-2300  
630-582-2202 • 800-323-2546

XBCUSSYO+I

