



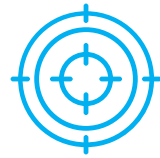
Enhancing Radiology Operations for a Leading Medical Center



Executive Summary

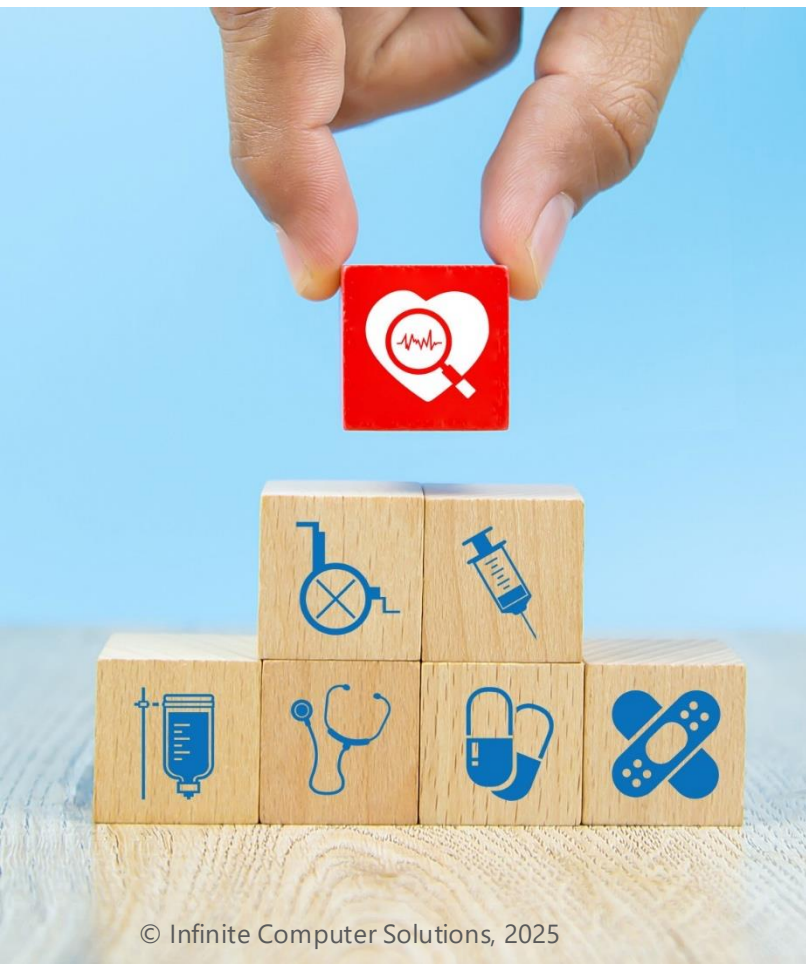
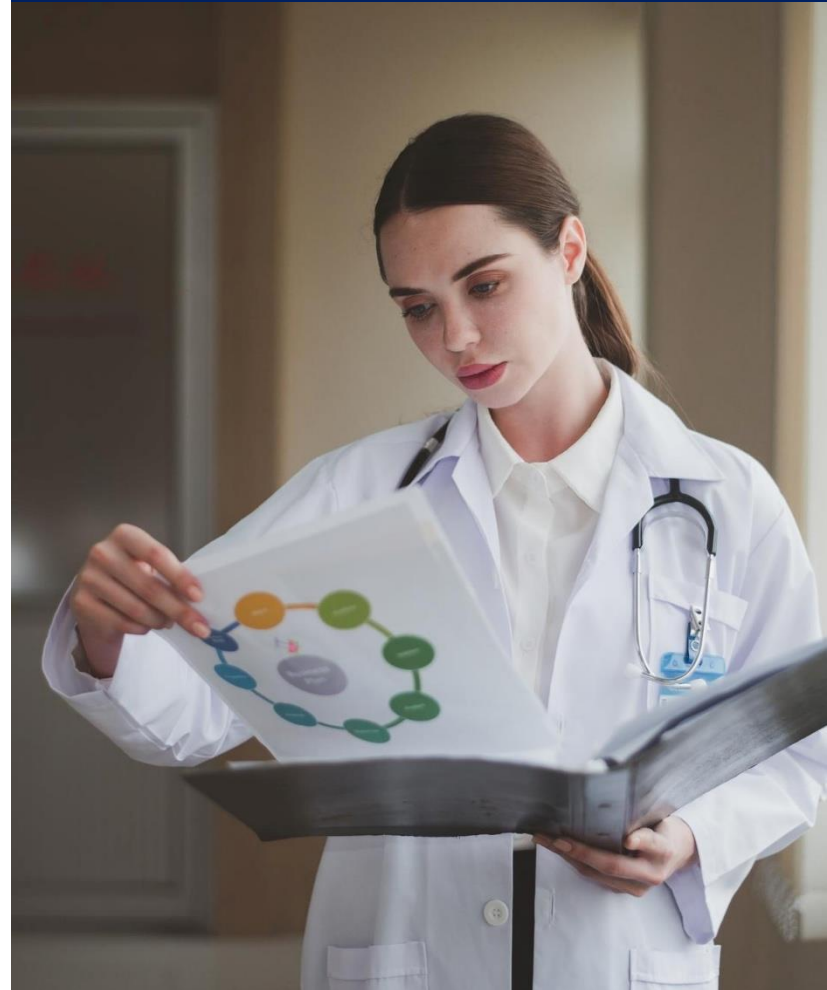
A leading healthcare & life sciences organization, operating 16 hospitals and over 165 outpatient facilities across Southern California, Connecticut, Pennsylvania, and Rhode Island, aimed to modernize its radiology department to enhance efficiency, reliability, and integration within the broader digital infrastructure. The initiative focused on infrastructure modernization, workflow optimization, and seamless integration with provider and patient portals to improve diagnostic accuracy and streamline operations. Through strategic upgrades and proactive maintenance, the organization achieved a 30% reduction in reporting turnaround time, a 40% improvement in system uptime, and enhanced overall operational efficiency and user satisfaction.





Challenges

- Outdated infrastructure causing inefficiencies and frequent downtime
- Disconnected workflows leading to delays in image retrieval and reporting
- System maintenance issues affecting uptime and reliability
- Limited PACS and RIS support hindering radiology operations
- Lack of integration with provider and patient portals impacting accessibility



Objectives



- Modernize radiology infrastructure for enhanced performance
- Optimize workflows to improve efficiency and accuracy
- Strengthen system reliability and reduce downtime
- Integrate radiology systems with provider and patient portals



Solution Approach

- Infrastructure Modernization: Upgraded hardware and software to support high-resolution imaging and faster data transfers.
- Cloud Integration: Implemented scalable, secure cloud storage for streamlined access and robust backup capabilities.
- Workflow Optimization: Enhanced processes for image acquisition, pre-fetching, and case assignment to improve efficiency.
- Proactive Maintenance: Established regular system upgrades and patching schedules to minimize downtime.
- System Migration: Transitioned legacy systems to flexible, cloud-based PACS for greater scalability.
- Enhanced RIS Capabilities: Improved scheduling, assignment, reporting, and billing functionalities.
- Seamless Portal Integration: Enabled direct access to imaging reports for referring physicians through the Provider Portal.



Results & Impact

- 30% reduction in reporting turnaround time (TAT)
- 40% improvement in system uptime and reliability
- Enhanced accessibility and portability of imaging records
- Increased satisfaction among radiologists and physicians 24/7 support ensuring uninterrupted radiology operations with rapid issue resolution



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