



## Memorial Hermann Southeast Hospital

# Joint Commission Survey a Breeze, Thanks to Veriphy

An unannounced accreditation survey by a team from the Joint Commission on Accreditation of Healthcare Organizations (JCAHO) is never a walk in the park, but thanks to Veriphy, Vocada's technology-based solution for Critical Test Result Management (CTRM), Memorial Hermann Southeast Hospital in Houston (MHSE) knows it has one less thing to worry about.

As one of nine acute care hospitals in the Memorial Hermann regional health care system, MHSE operates 256 beds and performs about 103,000 radiology exams annually. The hospital's 25-30 radiologists collectively issue on average about 40-45 significant and emergent patient findings a month.

In the B.V. (Before Veriphy) era, those 40-45 or so significant and emergent test results were a frequent source of worry to the physicians and to administrators such as Cynde Chatelain, imaging manager for the hospital. They knew it was their Achilles' heel.

"In the old days," Chatelain said, "the physicians would have to play 'phone tag'. Time would pass and they might forget about communicating the critical test result or they might not remember whether it had been done. Then later, it might become a contentious issue between the radiologist and the referring physician."

To fix the problem, the hospital started using Veriphy in July 2006. Now, she said, there is no finger pointing and no doubt about whether and when a result was communicated, because all the radiologists use the Veriphy system. The entire communications trail for each critical test result is documented and archived automatically, making compliance with all legal

and professional standards for communications a snap.

At first there was some resistance to change, but that was short-lived as the radiologists became familiar with the user-friendly system.

"Our radiologists absolutely love it," Chatelain said. "I couldn't take it away from them if I tried."

The icing on the cake came in November 2006 shortly before Thanksgiving. A JCAHO team showed up at the hospital for a surprise accreditation visit. Chatelain said a physician member of the team was particularly interested in how the clinicians used Veriphy. He even took the time to listen to a sample communication of a critical test result.

Chatelain said the hospital administration is happy with Veriphy, too, because now they have documentation at their fingertips and are able to determine how well physicians are doing in communicating critical test results. Now, critical results are usually communicated within 20 minutes and escalation steps rarely kick in, Chatelain said.