



Experiential Abstract: Clinical Workflow Enhancement Domain

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Background/Problem Being Solved

Conventional approaches to regional imaging management often encounter difficulties in providing tailored support and training. Recognizing this challenge, our study addresses the imperative need for local clinical and workflow teams to enhance the overall quality of services, with a specific emphasis on immediate support and advancements in patient care.

Intervention(s)

The primary intervention implemented involved the strategic integration of a locally embedded team, with clinical imaging informaticists at its core. Tasked with addressing regional imaging needs, this clinical team provided on-the-ground support, personalized clinical training, and designed custom clinical workflows to meet the specific local requirements.

Barriers/Challenges

A major challenge identified was achieving consensus on decisions with enterprise-level impact, necessitating consultations with site contributors, comprehensive information analysis, and the resolution of any discrepancies in requests for specific clinical avenues or workflows.

Outcome

Our experiential approach prioritized clinical assessments, employing a blend of quantitative and qualitative measures. We correlated metrics, such as organic enterprise growth, with overall end user satisfaction. Simultaneously, we delved into the correlation between reporting physician feedback and qualitative clinical metrics to gain nuanced insights into the clinical performance of the enterprise.

Conclusion/Statement of Impact/Lessons Learned

The presence of a local clinical team resulted in the development of uniquely designed clinical workflow configurations, personalized training, and support models. User feedback unequivocally favored the localized clinical support model, highlighting its positive influence on the overall efficiency of the imaging enterprise.

Synopsis

Yuri Nikolski led a study at OCINet, London, Ontario, implementing a localized strategy for clinical workflow enhancement in regional imaging management. The integration of a local clinical team with imaging informaticists aimed at delivering tailored support, personalized training, and custom workflows, leading to improved service quality, operational efficiency, and heightened clinical user satisfaction.

Keywords

Administration & Operations; Applications; Clinical Workflow & Productivity; Enterprise Imaging; Provider Experience; Systems Management