

# Enterprise Image Exchange Improves Workflow in Outpatient and Trauma Care Settings



Boston Children's Hospital is one of the largest freestanding pediatric facilities in the world, and the largest pediatric trauma center in New England. It treats patients from all over the globe, many of whom bring imaging exams that were performed in their local community. The organization was finding that exams on CDs were slowing down their busy outpatient clinics, including orthopedics, Boston Children's busiest service line. Access to these outside exams was especially problematic for its trauma program, which receives about 1,200 patients a year from more than 45 different hospitals.

## The Challenge

Boston Children's wanted a more efficient way to work with CDs in its outpatient clinics, as well as give its trauma team faster access to view and share outside exams during emergency transfers. Clinicians were also having significant issues with handling a high volume of outside medical imaging exams:

- Outpatient clinics were flooded with CDs sent by referring facilities



**For us, it's seamless... Our workflow, our work style, everything has been the same, except that now we see the images and we can plan, and planning ahead for a trauma patient is key, especially for a critically injured trauma patient.**



DR. DAVID MOONEY,  
TRAUMA MEDICAL DIRECTOR

- Trauma team could not reliably access patient imaging electronically in emergent situations
- Lack of access to priors was causing them to re-image and re-radiate pediatric patients

## The Solution

Boston Children's Hospital implemented the Life Image platform to streamline imaging workflows for their physicians. This enabled them to:

- Instantly upload and view patient CDs from anywhere in their network
- Receive images electronically in advance of patient transfers
- Import requests from a central, electronic worklist

## The Results



### 3,200+ Yearly Exams

With Life Image, Boston Children's was able to send over 3,200 exams electronically to the Trauma Department.



### Fast Adoption

75% of Boston Children's frequent referrers sent exams electronically within the first 6 months of use.



### Prevented Unnecessary Transfers

In several instances Boston Children's surgeons were able to remotely guide community physicians and prevent unnecessary transfers or altered the patient's care plan. In one case, such a consult allowed a patient to avoid an unnecessary, scheduled brain surgery.



### Increased Physician Efficiency

Front desk staff manage CD uploads, giving clinicians more time to focus on patient consults.



### Prevent Pediatric Radiation Exposure

Prevented unnecessary exams for pediatric patients by allowing care teams to access prior imaging exams.



### Plan in Advance of a Patient's Arrival

In one case, a toddler with a life-threatening epidural hematoma (serious brain swelling) was admitted directly to the operating room for surgery instead of waiting in the ED because physicians received exams electronically before the transfer.



### Less Time to PACS

Before Life Image, physicians would wait days for the film library to commit external imaging to PACS. With Life Image, this happens in minutes.



**It's not just about preparedness on our end, it's really having the opportunity to work with other hospitals on a plan for a patient's care the minute we get a phone call.**



JEFF ROSEBACH,  
COMMUNICATIONS CENTER  
SPECIALIST