VITAL

Summit Medical Group Customer Profile
Expanding imaging outside of radiology

Summit Medical Group is the largest and oldest physician-owned multi-specialty practice in the state of New Jersey. They employ over 2000 employees supporting more than 80 medical specialties and services and have a long-standing tradition of keeping pace with today's rapidly changing healthcare environment. Their vision is that providers have instant access to medical history, including test results, medication and other treatment information so they can provide the best in care for their patients.

The Challenge

When Summit Medical Group decided imaging was a key component in improving healthcare and outcomes, they had to confront a daunting puzzle. Their wide base of practitioners, vast specialties, multiple facilities, dynamic needs and supporting infrastructure were all pieces that had to fit into their vision as they moved forward.

Like many other groups and institutions, the initial plan was to expand imaging to users through their existing PACS offering. Summit Medical Group ran into a number of issues with this approach: confusing tools and controls the users did not need or understand, clunky interfaces, multiple versions of clients, deployment issues and dataflow constraints.

Even if the PACS provided Web access, it still meant users had to learn different user interfaces for each facility in the system. Also, it meant they could not compare exams acquired at different facilities within the same application, an important feature when examining a patient's imaging record.

> " Our problem was that our providers were getting frustrated with our clunky PACS viewer. Our current solution for providing images to providers in our enterprise was to push our entire PACS viewer through an image link in our EMR. We were forced to push the entire PACS application through our EMR. This meant the providers were getting all the tools and functionality that is required by the radiologists, but unnecessary for the referring physicians, the bulk of our providers. This slowed our response time and increasingly frustrated our providers as time wore on. We wanted to find a fast, easy to use viewer that provided a small, simple toolset and would allow access to current and previous images, for all of our providers."
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> Richard Gawlowski
> PACS Administrator | Summit Medical Group

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Why Vital?

After they found the PACS viewer to be unsatisfactory, Summit Medical Group looked into several universal viewer products to solve the problem of expanding imaging outside of radiology, with Vitrea® View enterprise viewer clearly rising to the top of their list after multiple rounds of review.

With Summit Medical Group's keen understanding of its providers and their most compelling needs, Vitrea View enterprise viewer was the only solution. The ability to provide the right depth of tools, user-centric experience and design, while enabling Summit Medical Group to view almost any image type, from anywhere, on demand, is what sets the Vitrea View solution apart.

Purchasing the product was just the first step - having the fastest car in the world is not any good unless you can drive it. Backing the Vitrea View solution is Vital Images' world class maintenance and support organization.

Long, poorly managed implementations can degrade the value of your investment from the start. User adoption of a solution is how true ROI is generated. Many vendors struggle with implementation and charge the customers for inadequate training and messaging. For Summit Medical Group, this was not an issue with the Vitrea View product.

References
- Richard Gawlowski, PACS Administrator
- Kathie Vendemia, Associate Director of Imaging

Implementation

In the end, the selection and implementation of an enterprise imaging solution impacts the confidence and efficiency of your providers. You want to choose a solution that provides easy access from day one. These concerns, risks and goals led to the development of Vitrea View software.

For Summit Medical Group, Vitrea View enterprise viewer proved to be the right product, implementation and investment. It helped solve the challenge of providing the right information to referring physicians and helped increase efficiency and response times.

"When we saw Vitrea View, our first impression was that it looked simple to use. We saw a large main viewing window with image thumbnails across the left side of the screen. There were a few relevant tools. There was a ruler, window contrast/density, zoom, pan and rotate, and a pointer. There was also a clearly defined history button, which launched a compact window that listed the prior exams in chronological order."

"One of our major concerns was that we have over 500 referring providers and training them on the viewer would be a task. Seeing that Vitrea View was designed with ease-of-use as a consideration made our choice easier. We knew that we would be able to provide a fast image viewer to all of our providers spread out across our enterprise. We have over 60 locations and were able to provide training materials and videos through email and our intranet."

"The response has been overwhelmingly positive. We have made some follow-up visits to providers asking for feedback and there have been no complaints about being confused on how to use the viewer. We are excited about the value we are getting from this solution, today and tomorrow."

Richard Gawlowski
PACS Administrator | Summit Medical Group

"This was our best experience with a product implementation, EVER! From planning, to delivery, to post project review, Vital was on point and helped us every step of the way. It was completed on time, on budget and everyone on our implementation team had nothing but praise for the way the solution was implemented. In fact, I just recently listed them as my favorite vendor in the peer60 survey."

Kathie Vendemia
Associate Director of Imaging | Summit Medical Group