The Connection
Effective solutions. Real results.
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Implementing MUSE to streamline ECG workflow.

"With MUSE®, capturing an ECG takes 10 minutes versus 45 minutes under the paper-based process. Billing is immediate. Press a button, and the billing is processed."

— Barbara Doerflein, Cardiac Technician, Info System MUSE Specialist, Pocono Medical Center

The Pocono Medical Center in East Stroudsburg, PA, is a 232-bed facility offering emergency and acute-care services. It offers a comprehensive cardiovascular program via its ESSA Heart and Vascular Institute and performed 27,093 ECGs in 2007.

The traditional paper ECG process at Pocono Medical Center was labor-intensive. Capturing an ECG took approximately 45 minutes. The entire process of getting the ECG signed and returned by the physician often took several days. And with the volume of ECGs increasing to almost 100 per day, paper records were rapidly consuming storage space.

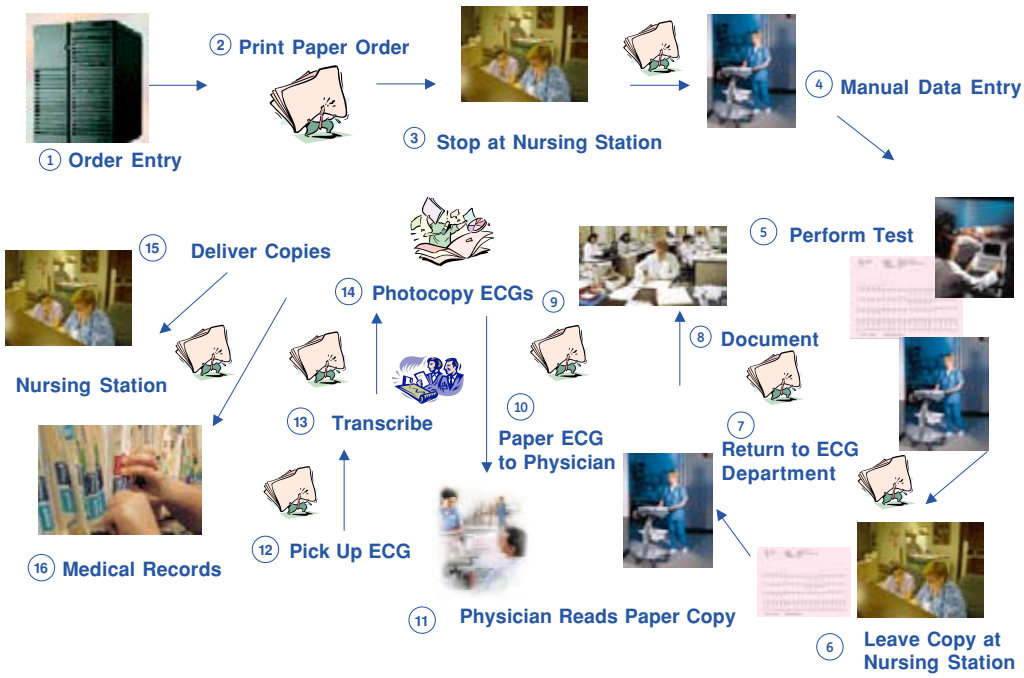
The Challenge

Pocono Medical Center wanted to increase productivity, free up workspace and expedite over-reading of ECGs. In 2003, Pocono Medical Center implemented the GE Healthcare MUSE Cardiology Information System to streamline the ECG workflow process and gain efficiencies.

The Results

- Expedited ECG turnaround, meeting a goal of 24-hour processing
- Increased charge capture by more than 50 percent
- Provided remote access to physicians
- Enabled immediate availability to information
- Freed up workspace for more productivity
- Decreased 45 minutes of paper workflow to 10 minutes with digital process
- Saved 200,000 sheets of paper in ECG printing in 2007

The old paper-based workflow

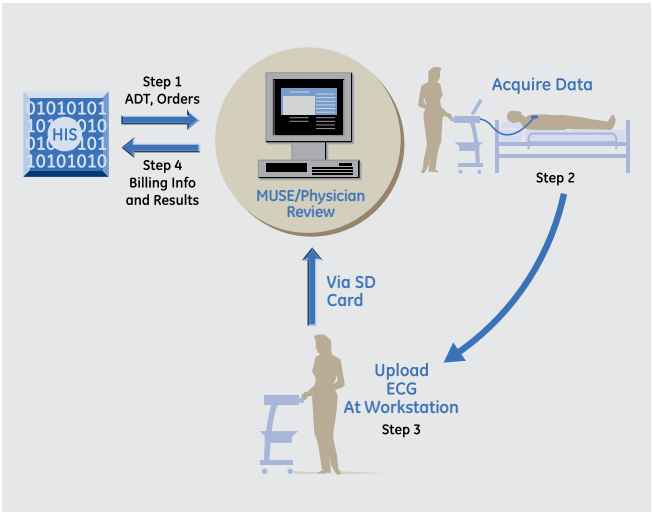


The entire process of getting the ECG signed and returned by the physician took several days. "We were doing everything manually," says Barbara Doerflein. "We had stacks of paper everywhere and spreadsheets to keep track of everything. It took a long time to track something down — the process just wasn't very productive."

The streamlined digital environment

The new system automated the process for ECG orders, results, billing and electronic signatures, allowing hospital staff to work more efficiently. Transmission can be completed in 30 seconds from one of several workstations available on each floor. As soon as the ECG is confirmed, it is transmitted via a Health Level Seven (HL7) interface directly to the hospital's electronic medical record (EMR) system. The time to capture an ECG decreased by 66% and went from 45 minutes down to 10 minutes.

"We asked the staff whether the MUSE system has increased productivity," Doerflein says. "Has it decreased the time to process orders? Does it deliver patient results more quickly? Does it increase accuracy? Is it easy to use? The answer to all of these questions was emphatically 'Yes!'"



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