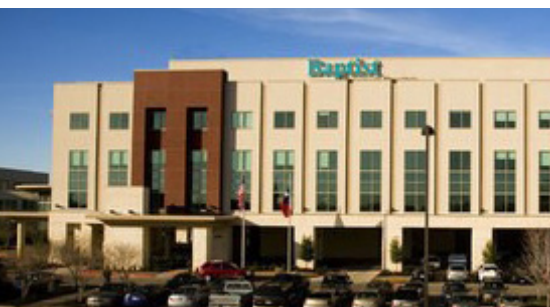


Samsung GC85A Improves Patient and Staff Experience

New digital x-ray maximizes workflow, improves accuracy, and staff efficiency.



Baptist Hospitals of Southeast Texas is dedicated to providing quality health services in a Christian environment. Their Partners in Caring—physicians, nurses, and staff—practice a philosophy that inspires an environment of teamwork, respect, encouragement, opportunity, and trust. Baptist Hospital's award-winning care is complemented by being certified as an advanced Primary Stroke Care Center by the Joint Commission for Disease-Specific Care and one of the only chest pain certified facilities in Southeast Texas.

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Deborah Smith, MS, R.T.(R)
Program Director
Baptist Hospitals of Southeast Texas

Deborah Smith, MS, R.T.(R), had a problem: On any given day, the Radiology Department she heads up operations for at Baptist Beaumont Hospital in Southeast Texas was buzzing with activity, but outpatient wait times were climbing due to a lack of equipment and aging equipment impacting staff productivity.

The Client's Challenge

The team of 40 radiologic technologists perform around 300 exams daily at the 350-bed hospital, often skipping lunch to keep wait times down.

"We felt short-staffed, but we didn't have a staffing problem, we had a technology problem," said Smith. "Our staff was less efficient because the existing equipment used computed radiography (CR) plates, which took time to load, unload and process in a reader."

Improved Workflow Lead to Staff Efficiency

Smith needed a unit that would help improve workflow and increase staff efficiency. As she and Department Director Chuck Self, R.T.(R), did their research, they kept coming back to the Samsung GC85A, a ceiling digital radiography (DR) machine that offers one-touch positioning, impeccably sharp imaging and the latest in stitching technology.

SAMSUNG

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The department purchased two Samsung GC85A machines and Smith said it immediately moved patients through the department faster and improved their Emergency Department turn-around times.

"The room moves so fast now. Everything is at our fingertips," said Smith, who also still performs exams. "The amount of time it cuts out from each patient visit is significant. It literally takes us longer to type in the patient history than it does to shoot a chest x-ray."

With their previous machine, a chest x-ray would have taken about five minutes to shoot, process, and complete, said Smith, where now that process takes two minutes.

Smith also loves the safety elements built into the design for patients and staff. The unit is open underneath allowing technologists to move patients arriving by stretcher to the table more safely, thereby reducing the risk of on-the-job injuries.

"Everything they did to design the Samsung equipment was done with

the patient and technologist in mind," Self said. "If I could replace the equipment in every room with a Samsung, I would in a heartbeat."

Stitching Software Expands Offerings, Streamlines Process

Shortly after installing the GC85A units, Baptist rad techs began to see the benefits of the cutting-edge stitching software. For example, the department began offering scoliosis series to pediatric patients again. They had eliminated the service because stitching a continuous image of a spine was not possible with the CR plates.

Then, rad tech Courtney Dean, MBA, R.T.(R), had the idea to try using the stitching software to compile the images they send to the company whose engineers build knees for orthopedic procedures. In the past, the technologist placed small metal pellets on the patient in multiple locations to aid in stitching multiple images together.

CR system	5 minutes to complete
Samsung GC85A	2 minutes to complete
	3 minutes saved (60% reduction in exam time)

Figure 1. Samsung's GC85 improves patient care and increases productivity by saving time therefore lowering costs.

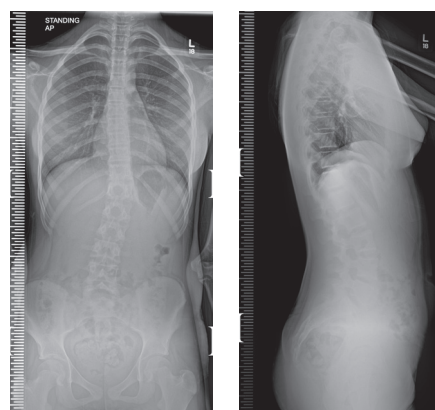


Figure 2. Advanced stitching enables continuous image of a spine offering scoliosis series to pediatric patients.



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Smith said only a couple of technologists knew how to perform this test, and the slightest patient movement was enough to render the images useless. The engineers from the orthopedic device manufacturer would often reject the images and require they be repeated if they weren't just right, forcing patients to come back in for another round of X-rays. Baptist technologists tried using the GC85A, and it worked.

“We have not had to call one patient back since we started using the GC85A about eight months ago,” said Smith. “Prior to that, at least two patients came back each week to retake images. From a patient experience perspective and an efficiency perspective, this is a huge improvement.”

The process got even better when Baptist added the software upgrade called S-Guide, which reduces process time by 31% compared to the original version of the GC85A. Rad techs use S-Guide to double check ranges prior to exposure and it allows them to make adjustments from behind the console.

Better All Around Experience

Since installing the Samsung GC85A units, the staff at Baptist, and its patients, have had an overall better experience, said Smith.

“Our staff is happier because they get to go on breaks and eat lunch,” said Smith. “And our patients are happier because they don't wait as long. It's a true win-win.”



Figure 3. Samsung GC85A fast stitching function enhances image quality and customer satisfaction level by reducing the number of retake exams.

Key Benefits

- Increased productivity and throughput
- Diagnostic confidence supported with premium image quality
- Reduced operating costs and downtime



Key Features

- Smart Stitching for full body imaging
- Wireless S-detector with high detective quantum efficiency
- S-Vue for image clarity and quality

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Chuck Self, R.T.(R)
Director of Radiology
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