



# CASE STUDY: MT. SAN RAFAEL HOSPITAL

## OVERVIEW

- Critical Access Hospital
- 25 beds, 9 physicians
- 15,000 studies annually

## CHALLENGES

- Speech recognition not integrated into PACS
- Frequent freezing of viewer
- Inability to access images outside of on-site workstations

## SOLUTION

- Fully integrated speech recognition
- Hybrid architecture to reduce downtime
- Access to images anywhere, any time

## RESULTS

- Errors reduced and report delivery time much improved
- Reliable PACS
- Ability to view images and submit reports from anywhere

***“ProtonPACS provides a high quality, intuitive viewer coupled with an extremely accurate speech recognition solution, allowing me to be more efficient in my daily work while improving patient care at Mt. San Rafael Hospital.”***

**Dr. William Bufkin, Radiologist**

## OVERVIEW

Mt. San Rafael Hospital (MSR) is a 25 bed critical access facility serving the medical and surgical needs of Trinidad, Colorado area residents. MSR provides inpatient and outpatient care, along with 24-hour per day, seven-day a week emergency room services.

## CHALLENGES

Dr. William Bufkin joined the MSR medical staff as their sole full-time radiologist in early 2014. Dr. Bufkin has a full practice; onsite at Mt. San Rafael Hospital to read imaging studies on Tuesdays and Wednesdays and five days a week at his other practice location in Colorado Springs. On the days he is not onsite at MSR, he reads their studies remotely. The existing staff at MSR were frustrated with their previous PACS due to inefficient workflow, frequent downtime and system freezes. When Dr. Bufkin came on board, he brought to light the challenges with the hard to use and inaccurate speech recognition tool as well. There were also only three locations from which Dr. Bufkin could view images- the hospital, his office and his home on the hospital’s laptop computer. “As a radiologist, the efficiency with which I can work is of the utmost importance. With our old system, it was extremely difficult to get work done which resulted in unnecessarily delayed reports,” explained Dr. Bufkin.

## SOLUTION

The hospital administration launched the search for a new PACS and carefully evaluated multiple vendors. It soon became clear that ProtonPACS provided a superior viewer and more accurate, fully integrated speech recognition functionality. Staff recognized the benefit of ProtonPACS’ hybrid architecture, which ensured that downtime would be minimized, and Dr. Bufkin was thrilled that images would now be accessible from anywhere, at any time. As a rural hospital without a large capital budget, MSR also embraced the ability to pay for their new PACS out of their operating budget on a fee-per-study basis.

## RESULTS

Since the implementation of ProtonPACS, “The speech recognition errors have decreased dramatically, and I am able to deliver reports to our physicians much more rapidly,” said Dr. Bufkin. In addition, the ability to access images from anywhere on his mobile devices and laptop allows Dr. Bufkin to be more flexible and responsive to time-sensitive cases. “ProtonPACS provides me a high quality, intuitive viewer coupled with an extremely accurate speech recognition solution, allowing me to be more efficient in my daily work while improving patient care at Mt. San Rafael Hospital.”