

# Clario's Smart Worklist

Clario is committed to increasing radiology productivity with a worklist designed to work for you.

## Clario Analytics - Drive Your Business with Data

Clario's Analytics application provides enterprise wide operational data and real-time practice information. With this data you can improve radiologist performance, reduce costs and satisfy hospital requirements.

*All the data you need to completely optimize your radiology practice is in a properly deployed worklist.*

### First, Capture the Right Data

The Clario Smart Worklist captures more practice efficiency data than any other system in your enterprise. Not only does the Clario worklist capture information about all exams your practice reads, but the depth of information is much greater.

Data	Source
Exam data/time stamps	HL7
Assignment history	Clario
Time spent selecting exams	Clario
Time spent reading exams	Clario
Shift	Integration with scheduling software
Consultations	Clario
Interruptions	Clario
Radiologist information (Subspecialty and profile)	Clario
Location	Clario
Peer Review Score (for a % of exams)	Clario

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## Next, Analyze Your Practice Data

Before jumping to solutions based upon radiologist's feelings about where they are losing productivity, use objective data to better understand areas needing improvement. Radiologists can point the analysis in the right direction, but data is always greater than opinion. Here are some important metrics:

- Shift and radiologist productivity
- Interruption source and impact
- Interactions with operations staff and radiology assistants
- Exam assignment patterns
- Modality, site, subspecialty patterns
- TAT and SLA compliance patterns
- Inflow of exams and rejection patterns for incomplete exams
- Peer review data as a function of time of day radiologist, and exam type

There are three ways to view the data in Clario's Analytics application:

**Real-time Dashboard.** The dashboard offers a variety of graphical widgets to help you explore performance, productivity, planning and quality. Each widget can be filtered by many variables, including shift, site, radiologists, and subspecialty. In all cases, the data used to generate the graph can be exported for further analysis. Clario's Dashboard widgets are listed at the end of this paper.

**Standard Reports.** The standard reports provide detailed analysis of radiologist productivity, operational productivity, peer review, and other practice monitoring reports. You can save report inputs and schedule report generation to auto-email to a list of recipients in a password protected format. Clario's Standard reports are listed at the end of this paper.

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**Custom Reports.** If the standard reports don't get you what you need, Clario's Technical Services team can create a custom report for you. These reports can be made available to anyone in your practice and can be scheduled to auto-email to recipients.

## Lastly, Improve and Monitor

Clario has experience optimizing dozens of practices. We work with our customers to uncover real opportunities to improve performance from the data we collect. Then, we jointly devise solutions, deploy them, and monitor for quality and efficiency changes. This loop continues with overall resource decreasing with spikes in activity as we deploy new software releases and you get new contracts.

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## DASHBOARD WIDGETS

Widget	What it does	Why it's important
<b>Exam Turnaround Time</b>	Measures average exam turnaround time by modality, radiologist, site, priority or shift.	Identifies trends in exam turnaround time.
<b>Stacked Exam Turnaround</b>	Measures the average turnaround time for multiple segments of the exam lifecycle. In addition, it plots the average turnaround time by shift, modality, radiologist, site or priority.	Compares lifecycle segments to identify where exams are being held up.
<b>Exam Count/ Stacked Exam Count</b>	Plots the exam count by modality, radiologist, site or shift.  Use the stacked widget to add a third dimension showing modality, radiologist, site or shift.	Identifies trends in exam count to better understand staffing needs.
<b>Load Balancing Queue Count</b>	The queue count table displays each load-balanced assignment rule, followed by the radiologists who currently have exams assigned to them.	Use this feature to track a radiologist's current exam assignment queue based on each load-balanced assignment rule. Objective data allows you to know when a Radiologist may need assistance or when they can help others in the practice.
<b>Practice Productivity</b>	A plot showing RVU or Work Unit and exam count by day and month.	You can track RVUs or work units over time.
<b>Radiologist Productivity</b>	The multi-panel productivity chart displays radiologist productivity which is measured by exam count, RVU or work unit count and turnaround time.	Continuously displays and tracks important productivity metrics that serve as a starting point for identifying productivity related issues to resolve.

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<b>Subspecialty Reading Rate</b>	Graphs the percent of exams, tagged with a subspecialty, that were read by a radiologist within the same subspecialty.	Provides a key performance metric of your subspecialty services.
<b>SLA Compliance</b>	This widget shows the percent of exams that were read within the define service level agreement. SLA compliance can be plotted as a function of modality, radiologist, shift, site or priority.	Provides a key performance metric for measure overall business compliance to service level agreements.
<b>Auto-next Productivity</b>	This widget allows you to plot monthly radiologist productivity measured by RVU or WU as a percent of exams read in auto-next mode. Each data point shows the total monthly RVU/WU for one radiologist.	Provides information about the productivity benefits of reading in auto-next mode.
<b>Non-Reading Task</b>	This widget allows for the plotting of number of hours reported for each non-reading task or interruption type. You are able to export the data to see the breakdown by radiologist, shift and reading location.	The interruption tool and graph can help identify areas where radiologist's productivity could be improved.
<b>ED Prelim Discrepancy</b>	Display total number of ED Prelim notes and the percentage resulting in discrepancy.	Your hospital customers will appreciate that you are constantly monitoring discrepancies. Simple educational outreaches from your practice may be triggered after looking at this data.
<b>Current Practices</b>	The current practice widget shows the current number of exams, open communications and open tasks.	Displays the current health of your practice by showing you the amount of work needing completion.

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<b>Unread Exam</b>	This widget plots the unread exam count by modality, radiologist, site or shift with a stacked third dimension showing the time spent in the selected status.	Tracks the number of unread exams and how long they have been waiting.
<b>Exam Backlog</b>	This widget plots the number of exams in the Unread status at each interval throughout the day or average across multiple days. Please note, that this graph performs a simple count of exams. The export will not include specific exams and the graph cannot be filtered.	Displays the current health of your practice by showing you the amount of work needing completion.
<b>Peer Review Scorecard</b>	The peer review scorecard shows peer reviews received and performed by the selected radiologist and compares these to the group at large. From the scorecard you can view messages entered on peer reviews.	Keeps your Radiologists focused on quality. The scorecard is a measure of their performance, and gives them ownership of the peer review process.
<b>Peer Review Error Rate by Time of Day</b>	This widget allows for the plotting of unfavorable peer reviews and corresponding error rate as a function of time of day.	Provides a tool to help identify if-and-when through the day peer review errors occur most often.
<b>Communications Turnaround</b>	Measure communication count and turnaround time by communication type.	Monitors overall health of your communication infrastructure in real time.

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## STANDARD REPORTS

Report	What it does	Why it's important
<b>Communications Turnaround Time</b>	This report generates a spreadsheet detailing the communication turnaround times for each exam.	Each communication is documented and reported. Actual data can be used to assess communications performance and show added value your practice provides from these non-reading tasks.
<b>Physician Productivity Report</b>	This report generates a spreadsheet detailing physician productivity overall, by exam and by facility.	Detailed and well documented evidence is crucial if any of this sensitive productivity data will be presented to radiology staff.
<b>Work Unit Reporting</b>	This report generates a spreadsheet summarizing procedure work unit totals. Work units are calculated per modality and totaled by site and radiologist. It includes WU, RVU and turnaround time measurements per exam.	Often used in computing Radiologist compensation, this report provides the detailed data needed for backup.
<b>Workload Balancing Report</b>	This report generates a spreadsheet summarizing work units and load balancing gauge results. Results are calculated per radiologist and displayed in time intervals based on when they start their shift.	Shows a time of day report which illustrates the overall performance of the practice and stress on Radiologist staff throughout the day.
<b>Verbose Data Export</b>	This report generates a spreadsheet summarizing all exams within a given date/time range.	Those practices wishing to do detailed analysis using their own tools, will find this data export extremely valuable.
<b>Peer Review Analysis</b>	This report details the peer reviews for each exam. The report includes a page summarizing peer review results by receiving radiologist, performing radiologist and modality data. It also includes a detailed listing of each peer review. Radiologist names can be anonymized.	Presents all the data your peer review administrator or peer review committee needs to present peer review status to management.

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<b>Resident Productivity</b>	This report generates a spreadsheet detailing resident productivity overall, by exam and by facility.	Detailed and well documented evidence is crucial if any of this sensitive productivity data will be presented to radiology staff.
<b>Daily Physician Productivity Summary</b>	The Daily Physician Productivity Summary provides a summary for each radiologist assigned to a shift showing shift, login session information, number of exams read, total RVU's generated, and number of peer reviews performed. The summary table calculates practice totals and averages.	Provides a daily view of radiologist activity.
<b>Out of Ordering Reading</b>	If users are configured to enter a reason for reading an exam out of order, the Out of Order Reading report will provide a summary report showing number of exams read out of order and number of exams skipped in auto-next for each radiologist. The exam details are provided on additional tabs. One tab shows the exams read out of order and up to 10 of the exams skipped in order to read that exam. The other tab shows exams that were marked skip in auto-next.	Once worklists are well defined, there should not be many times that a radiologist needs to select any other exam than the one on the top of the list. This report details radiologist reading behavior to help fix worklists or process.
<b>Exam Assignment</b>	This report summarizes the exam assignments made manually and by the assignment engine.	Allows you to quickly evaluate the exam assignment process.