

## Case Study

# Disparate systems bring down physician workflow and practice efficiency

### Challenge:

Texas Radiology Associates needed to strengthen their workflow processes while juggling 35 disparate hospital systems.



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About Texas Radiology Associates:

**From 1972, Texas Radiology Associates (TRA) began with one hospital. Today, the 155-man group works cohesively with 34 hospitals and 34 clinics.**

**TRA works cohesively with the hospitals and referring physicians to provide the highest level of radiology services for the health of the communities they serve.**

But the increasing demand for services and the current workflow costs across their 34 hospitals was dragging them down. The Association worked on several monitors and dealt with multiple PACS systems, which created many issues in terms of overhead costs to maintain them and was unnecessarily deterring any efficiencies in their workflow processes.

TRA approached Collaborative Imaging very early on in 2018, after learning that Ci could provide them with the tools and the technology that they needed to be successful for the long haul. Collaborative Imaging's end-to-end technology facilitates physician workflow and productivity, identifies medical coding errors, delivers interpretations in shorter turnaround times, and improves upon patient care.

**Solution:** Collaborative Imaging provided the knowledge, technology, and innovative processes to bring the disparate systems together with logic and rules best suited to TRA's needs.

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After implementing Ci's technology, the costs of operating their business reduced by 30%. With Collaborative Imaging's model, savings go towards benefitting the radiologists. In the first year with Collaborative Imaging, Texas Radiology Associates has increased daytime productivity by at least 14%, with this improvement continuing to trend upwards. Additionally, by having access to quality metrics for accurate interpretation reads, Texas Radiology Associates can ensure accurate turnaround times as quick as eight minutes, despite the industry average of 30 minutes.

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Our work with Collaborative Imaging has reignited a new joy in practicing medicine and unleashed a new chapter of prosperity for our practice.

Ted Wen, MD  
President at TRA

“We have developed technology that develops all those disparate systems together, so we have radiologists reading from one screen instead, with rules and logic that routes different studies to different doctors so we can always have subspecialists reading those cases if that's what's required to be read.” Dhruv Chopra, MBA, the founding CEO explained.

Physicians partnering with Collaborative Imaging not only make more, but they are satisfied with their jobs and with their quality of life. They are also happier delivering care, which results in more effective patient care being delivered. Physicians are more willing to be integrated with their hospitals' systems and healthcare systems with the ease of the system.

“Our work with Collaborative Imaging has reignited a new joy in practicing medicine and unleashed a new chapter of prosperity for our practice,” said Dr. Ted Wen, managing partner at Texas Radiologist Associates. “Now, we have better tools, better equipment and better support to remain competitive.”

## Key Results



Average turnaround time  
is 8 mins only



Improved patient care



Reduction in workflow  
costs by 30%



Increased daytime  
productivity by at least  
14%

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