



99-bed community hospital partners with Riverside Radiology and Interventional Associates to enhance service lines, improve patient care and build value

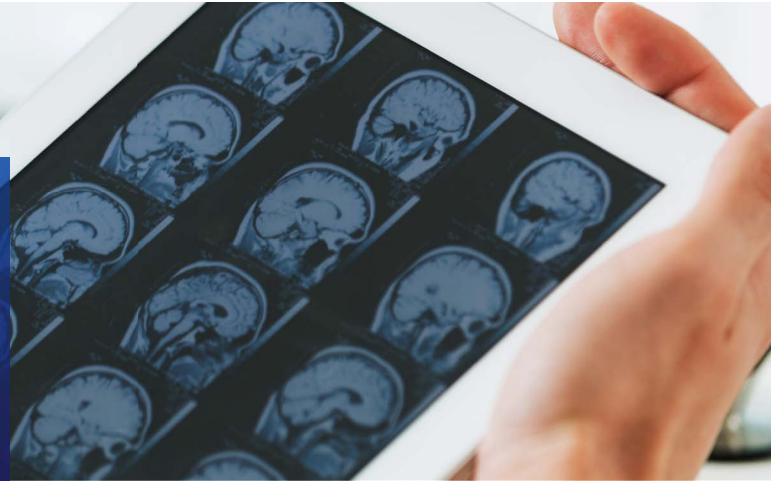
SITUATION

Knox Community Hospital is an independent, nonprofit provider located in Mount Vernon, Ohio, a community of 17,000 located about an hour northeast of the city of Columbus. The Joint Commission-accredited hospital has 99 beds and provides a wide range of clinical services for the community, including emergency medicine, primary care, as well as specialized care for cancer and cardiovascular disease.

In recent years, Knox Community Hospital expanded service lines and broke ground on a variety of new specialty clinics that allow it to meet the needs of the local community. Hospital leadership weighed a variety of options to achieve its long-term goal as an independent hospital to build value in and for the community. As a result of this process, Knox Community Hospital selected Riverside Radiology and Interventional Associates, a leading provider of professional radiology services to hospitals and other healthcare providers, based on its exceptional operational performance, compelling value proposition, sub-specializations, and ability to create a long-term partnership that could grow with the hospital.

SOLUTION

As one of the largest providers of radiology services in the Midwest, Riverside Radiology and Interventional Associates delivers a fully integrated, unified and industry-leading radiology model that includes workflow, advanced clinical processes and a broad spectrum of physician support services:



01. Radiology Imaging Services

- Point-of-care consultative radiologists
- The correct image is ordered/captured
- Patient studies and images
- Medical Director onsite

Riverside Radiology and Interventional Associates' physician portal provides easy access to ordering guidelines, imaging locations, scheduling details and 24/7/365 physician contact information.

02. Optimized Workflow

- The image is routed to the right radiologist
- Image interpretation and interactive consultation

Riverside Radiology and Interventional Associates utilizes RadAssist's workflow solutions to deliver the right exam to the right radiologist at the right time, as well as enabling nearly instantaneous reporting of critical findings.

03. Peer Review

- Contemporaneous peer review
- Integrated analytics and management of disease

Riverside Radiology and Interventional Associates delivers strategically integrated data sharing with hospitals/health systems for disease management across disparate systems.



“Riverside Radiology and Interventional Associates routinely demonstrates their ability to meet and exceed the expectations of our hospital, physicians and, most importantly, our patients,” says Bruce White, president of Knox Community Hospital. “They have proven that they understand and fit well with our community values and culture.”

First, Riverside Radiology and Interventional Associates worked with Knox Community Hospital to understand its service levels, conducting a deep dive into all operational, clinical and financial aspects of the hospital's radiology department, including an analysis of existing protocols, workflows, staffing and capabilities.

Based on these findings, Riverside Radiology and Interventional Associates developed a detailed plan to normalize care across all departments and specializations, so that radiology capabilities would be consistent around the clock and physicians and their patients would have access to the latest innovations. Riverside Radiology and Interventional Associates also successfully brought in a new medical director and integrated a new IT platform and workflow solution to enhance patient care.

RESULTS

Today, Riverside Radiology and Interventional Associates remains the proud radiology services provider for Knox Community Hospital. The partnership offers patients of the independent community hospital a wide array of innovative

and cutting-edge diagnostic radiology services. Delivered through a patient-centered care model, this truly integrated strategic partnership between Riverside Radiology and Interventional Associates and the hospital's healthcare team now delivers clinically advanced medical imaging services for patients and their referring physicians.

The partnership will continue to allow Knox Community Hospital to expand its service lines in the future, solidify referral relationships with other health systems and improve service metrics. A cloud-based information-sharing platform integrated by Riverside Radiology and Interventional Associates also allows Knox Community Hospital's patients to access more-specialized care with other top regional providers seamlessly — all without having to change doctors or travel long distances.