



**AGFA**  
**RADIOLOGY**  
SOLUTIONS

## It's (all) about time

With MyAgfaRadiologySolutions and MUSICA Analytics, AdventHealth, Florida, can track and evaluate performance trends, streamline and improve processes, and save valuable time



Case study – AdventHealth, Altamonte Springs, Florida (USA)

**AGFA** 

## Case study

Interview with  
Elizabeth Evans, Senior Modality Manager  
Diagnostic/Imaging Service Line, AdventHealth

“For a large organization like AdventHealth, if you can minimize the time of any task, even by a minute, it adds up,” says Elizabeth Evans, Senior Modality Manager – Diagnostic/Imaging Service Line. “MyAgfaRadiologySolutions and MUSICA Analytics make time-consuming tasks around managing and overseeing our Agfa equipment fast and easy, while delivering insight to streamline our processes. And that saves us even more time.”



## Benchmarking for continuous improvement

With its headquarters in Altamonte Springs, Florida, AdventHealth is a long-term customer of Agfa Radiology Solutions. “We have around 100 Agfa units, including direct radiography (DR) solutions like the DR 600, DR 800 and mobile DR 100, and at least 60 retrofitted computed radiography (CR) solutions. We need visibility over all of them, to ensure they are operating properly, and to pull reject, repeat and dose data,” Ms Evans says.

Every month, she collects the data from the Agfa fleet, and brings the results to her modality coaching sessions. Here, teams from the different sites compare their performance and identify areas for improvement, which they then bring back to their own facilities. “A little friendly competition can be a great motivator to encourage continuous improvement,” she smiles.

Preparing the information, however, required a lot of time and effort. “Pulling up the data from all the units and sites, and then creating the report would take me 8-10 hours every month,” she explains. “Sometimes a link between my central monitoring station (CMS) and an imaging unit would break, and I would have to wait for an engineer to fix it. And even without any operational issues, the individual reports from the CMS still needed to be cleaned before I could consolidate them in my global report.”

## Improvement in sight

With the recent implementation of the MyAgfaRadiologySolutions portal including MUSICA® Analytics, Ms Evans now has a central hub with access to all the information she needs to run her reports quickly and easily. The MUSICA® Analytics dashboard provides valuable insight, such as the number of images or exams done, reject rates, reasons for rejection and dose statistics for all connected Agfa modalities.

“MyAgfaRadiologySolutions offers a ‘one-stop-shop’ for our service teams, front-line site leaders and myself. We can access all the information on our Agfa modalities in one place, for all of our hospitals, freestanding emergency departments and out-patient facilities. And we can create and monitor service tickets, from any device. It makes all our jobs easier,

and saves us valuable time. But it also helps us to streamline our processes and continuously improve our performance, on the big and small scale,” Ms Evans continues.

## Single point of contact

Site supervisors, managers and directors can access MyAgfaRadiologySolutions directly to gain insight on their own Agfa units. “Rather than waiting for my monthly reports, they can check the data every week, for example, try out improvements, and then verify the impact. This is a big step forward for enabling performance improvements. For instance, if one technologist constantly needs to repeat a certain exam, you can shadow them, or partner them with another technologist, to help them bring their performance level up.”



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**Elizabeth Evans**

Senior Modality Manager

Diagnostic/Imaging Service Line, AdventHealth



**“Our service engineers are very pleased with the ease and speed of connecting with Agfa via the portal. They can make a request, report an issue, even find serial numbers for parts, from their phone, tablet or PC.”**

**Elizabeth Evans**

MyAgfaRadiologySolutions is also the portal for reporting and tracking issues with the DR systems, and submitting and monitoring tickets, requests and questions. “Our service engineers are very pleased with the ease and speed of connecting with Agfa via the portal. They can make a request, report an issue, even find serial numbers for parts, from their phone, tablet or PC. And it is especially helpful when one service engineer is following up for a colleague: they can find the information they need, all in one place.”

“Our site leaders can also check on the status of a ticket or issue on the portal, without contacting the service engineer, so they both save time,” she adds. “And if there is a recurring issue with a unit or a part, we can bring that up with Agfa, to find a solution.”

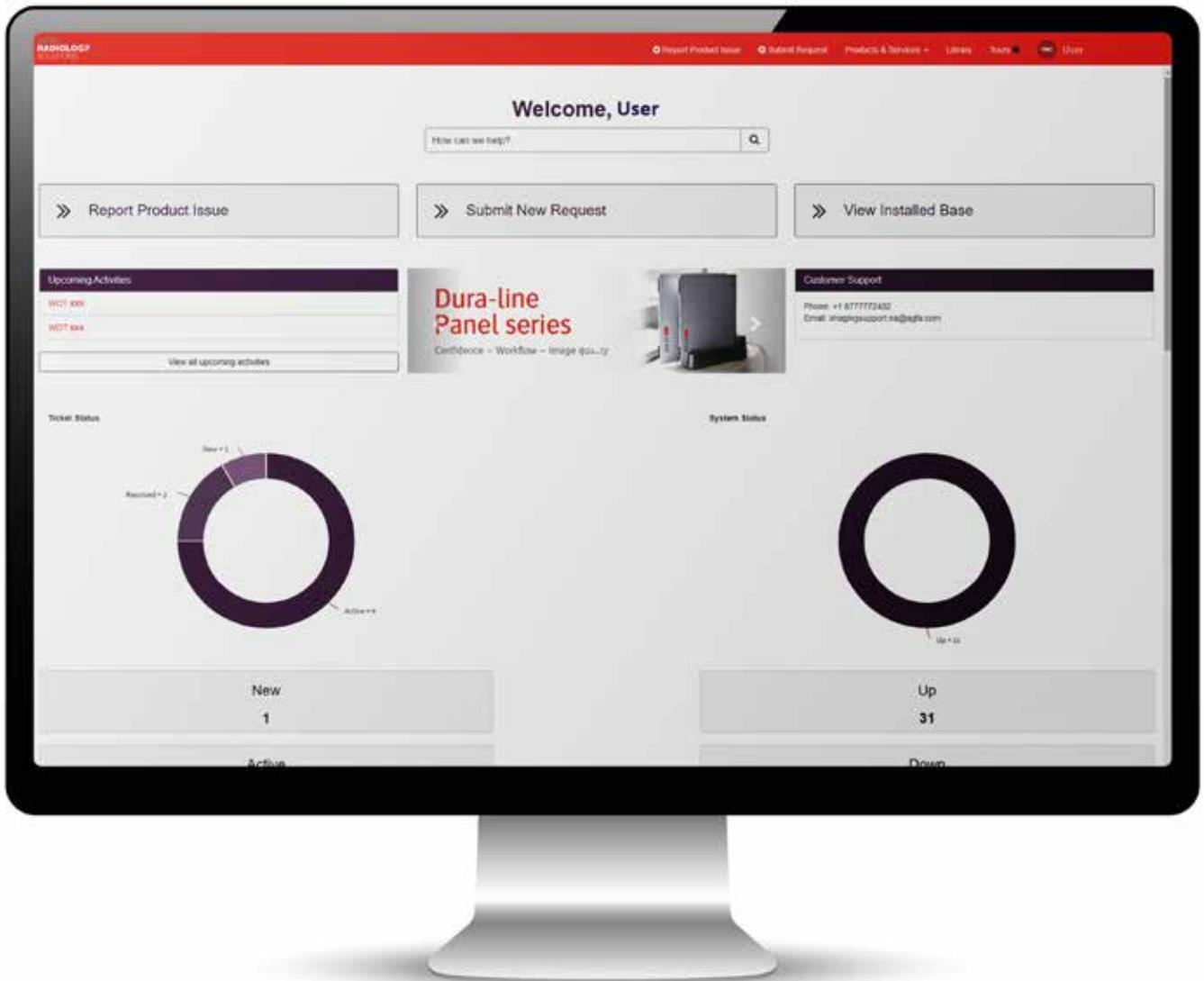
### **New opportunities for improvement**

For Ms Evans herself, the significant time savings she gains from MyAgfaRadiologySolutions and MUSICA Analytics open up new possibilities on where to focus her attention. “We’ve been working primarily on reject and repeat rates, which do have an impact on the patient’s radiation dose exposure. But with the time now freed up every month, I plan to do additional performance improvement projects specifically around dose, which will offer a net benefit for patients.”

“Improvement is all about identifying trends, and then acting on that insight. This is true for both large health networks like AdventHealth, and smaller healthcare providers. MyAgfaRadiologySolutions connects

you to the information you need to find those trends, whether with a unit or part, or with a technologist. Then you can use this information to streamline processes, improve performance, and provide the best possible care to patients. Which is the ultimate goal, of course,” she concludes.





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**Elizabeth Evans**



## ADVENTHEALTH IN NUMBERS

With 46 hospitals<sup>1</sup> and nearly 80,000 team members<sup>2</sup>, AdventHealth is one of the largest hospital networks in the USA. AdventHealth serves more than 6.7 million patients each year in nine U.S. states — Florida, Georgia, North Carolina, Kentucky, Illinois, Wisconsin, Colorado, Texas and Kansas — and has international health partnerships in 13 countries.<sup>3</sup> With over 2200 beds, the AdventHealth Orlando hospital is the largest in the country.<sup>4</sup>



<sup>1</sup> <https://www.beckershospitalreview.com/lists/100-of-the-largest-hospitals-and-health-systems-in-america-2023.html>

<sup>2</sup> <https://adventistreview.org/release/adventhealth-exemplifies-a-mission-to-care-for-the-community/>

<sup>3</sup> <https://adventistreview.org/release/adventhealth-exemplifies-a-mission-to-care-for-the-community/>

<sup>4</sup> <https://www.definitivehc.com/resources/healthcare-insights/us-hospitals-most-beds>

# MyAgfaRadiologySolutions: Your portal to a world of service, from Agfa Radiology Solutions



Request service quickly,  
easily and securely



Track service tickets



Monitor the installed base of Agfa  
solutions, contract coverage and  
upcoming service activities



Download service reports



View user documentation of all  
installed Agfa equipment



Unlock valuable insights into system  
usage, dose and more (MUSICA Analytics)



Access the portal any time on any  
device (PC, tablet, mobile phone...)



**“MyAgfaRadiologySolutions connects you to the information you need to find trends, whether with a unit or part, or with a technologist. Then you can use this information to streamline processes, improve performance, and provide the best possible care to patients.”**

Elizabeth Evans

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