The return on investment has been exceptional, with a decrease in appointment cancellations and greater workflow efficiency.

Dr. Peter W. Curatolo – Medical Director of MRI Services at Beverly Hospital, A Member of Lahey Health

Improving the patient experience for better image outcomes

The greater Boston area is one of the most competitive healthcare markets in the country, with a host of world-class health systems vying for staff and patients.

Lahey Health, a leading integrated health care system headquartered in Burlington, Massachusetts, wanted to address this with world-class experiences for its patients and staff. The system turned to Philips to collaborate with them to design and plan a new patient-centric imaging center. Next to improving overall patient and staff experience, this has led to improved workflow efficiency and a reduction in appointment cancellations.
Lahey Health was intrigued by the collaborative approach of Philips including its deep consumer experience, and its dedication to technology solutions that integrate data, reduce complexity, and improve outcomes. The health system was seeking a partner that was committed to working closely with its own teams to help them implement innovative technology that could help improve patient and staff’s experience.

**The solution**

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**Calmer MRI Patients. Better patient care.**

For many patients, getting a stressful MRI experience may interfere with scan quality and lead to repeat scans. The combination of the long exam time, a confined space, and loud MRI noises leads to claustrophobia in some 15% of patients1 and motion disruptions in another 20%2. Beyond negatively impacting workflow and department financial goals, compromised images and rescans may adversely affect a patient’s experience.


Results are specific to the institution where they are obtained and may not reflect the results achievable at other institutions.

**Results at a glance**

The MRI with Ambient In-bore Experience helped Lahey Health create a more soothing MRI experience for patients, reducing the number of cancelled appointments while improving efficiency and patient satisfaction. Many technologists now prefer to work in this suite.

- Fewer appointment cancellations within radiology department
- More relaxed, satisfied patient experience
- Improved workflow efficiency within imaging department
- Enhanced imaging staff experience

**Looking forward**

Lahey Health will continue to collaborate with Philips to implement the imaging suite of the future. It recently installed Philips new IQon Spectral CT - that is ‘always on’, allowing radiologists to retrospectively reconstruct spectral CT data. In addition to offering a single source, low-dose scan, it fully integrates with existing workflow, delivering extraordinary diagnostic quality that helps radiologists make a confident diagnosis more often.