Implementation Case Study

Piedmont Healthcare

Viz.ai

Implementation Overview For Piedmont

- **Fully Remote Implementation**
- **11 Hospital Health System Across Georgia**
- **Scanners from Different Manufacturers**
- **250 Stroke Team Members Onboarded and Trained**
- **Less Than 8 Week Implementation From Contract Sign to Go Live at All Sites**

Timeline of Events

Project Kick-Off	Installation Complete Validation Initiated	Live At All Sites
July 3rd	**July 30th**	**August 24th**

Step	Workflow	Time
1	Stroke Team Workflow Discovery	5 days
2	Scanner Integration and Full Technical Install	14 days
3	Validation and Training Across All Sites	14 - 21 Days

Testimonials

"In just over a month we were fully live with Viz across our 11 hospital system. This was the fastest and easiest implementation of a technology project I have ever led. The Viz team was world class and truly made us feel like we were their only customers."

Jayme Stauss, RN, MBA, MSN, SCRN
Executive Director of Neurosciences

"Viz.ai has made me a stronger clinician and more confident in my care of my acute stroke patients. This Viz.ai team is so wonderful to work with and helped us expedite our implementation. They continue to be a resource to us after our implementation has been completed."

Heidi Woessner, MD
Chief of Neurology Piedmont Healthcare

Viz Implementation
The Piedmont Healthcare Experience

Prior to Covid, Piedmont began intensive planning and implementation of work plans to launch a comprehensive stroke center. Viz.ai was identified as the software vendor to augment our workflow in order to coordinate stroke systems of care throughout a 11 hospital health system that has the largest geographic footprint throughout the state of Georgia. Viz was our solution for early identification of LVOs as we continued to develop streamlined stroke systems of care.

When Covid hit, as with many health systems around the country, it took priority. The ability to secure IT resources was a major challenge. We really leaned on Viz.ai to provide a simplified and expedited installation process or we would not have been able to put in place a tool to offer our patients the best care. Thankfully Viz.ai had predicted this issue for their partners and developed an extremely easy and painless implementation process.

The Customer Success and Implementation team laid out an easy step by step plan of the minimal resources we needed to secure. Soon after signing our contract we had weekly implementation meetings with our core system stroke team and Viz Customer Success Manager Leads in the first week of July. By August 3rd we were already validating images and live in our Hub center. The process was organized and streamlined and almost felt too easy. Our customer success lead, Daniel, worked with us to validate our stroke alert workflow and offered so much expertise to help us improve our stroke workflow and ensure we were identifying and treating patients as quickly as possible. Without this workflow optimization and integration we would not be getting the most out of this investment. We officially went live in all of our sites on August 24th. This was the fastest implementation of a technology project I have ever led. It was a world class implementation and they truly made us feel like we were their only customers.

We have now been actively using Viz and it has greatly improved our workflow and ability to identify patients that are eligible for interventions. Our physicians love the high fidelity fast Dicom viewer and are asking if we can get it for other disease states. Viz Hub allows us all to communicate no matter where we are. Our stroke program managers love the clinical information page because they are able to see the patient story in one snapshot.

The best part of working with Viz.ai is even after implementation, their team are members of our team. They continue to be available for us with new user training and helping us to continue to improve on how we care for stroke patients. In addition they provide us with meaningful data, reports, and information to help us be better. They truly are partners for us at Piedmont Healthcare.