Closing the Loop on Incidental Findings:

St. Tammany Health System's (STHS) Transformative Journey
Combining Six Sigma, Technology, and the ACR ImPower Program

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St. Tammany HEALTH SYSTEM

Background

40%
Imaging exams contain an incidental finding

30%
Baseline follow-up closure rate

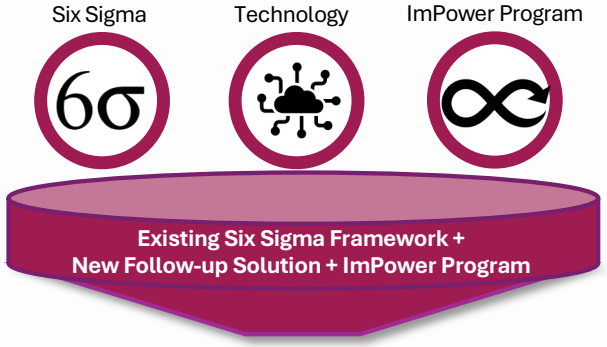
STHS Approach
Implement a systematic process for tracking and closing follow-ups combining Six Sigma, purpose-built technology[1], and the ACR ImPower[2] Program's structured framework.

6-month Goals

71%
Indeterminant lung nodule findings include an appropriate, actionable recommendation for follow-up

48%
Percentage of exams receive timely follow-up

Methods

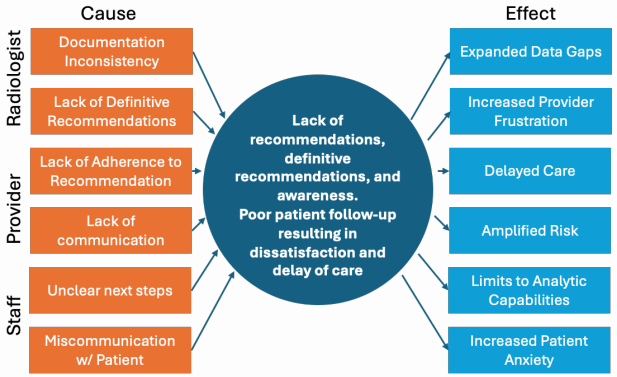


Comprehensive Workflow Mapping and Analysis
- Engage radiologists, referring providers, care coordinators, and staff
- Identify documentation, data, communication, and scheduling bottlenecks

Targeted Interventions & Collaboration
- Guide improvements through cross-functional project team (including technology vendor)
- Prioritize areas with high impact on efficiency and reliability

Technology-Driven Optimization
- Automate follow-up identification and care orchestration
- Identify and target areas for documentation improvement

Results



Conclusion

The combined approach—using Six Sigma methods, follow-up technology, and the ImPower Program framework—has **accelerated our ability** to identify the root causes impacting **documentation quality** and **follow-up completion rates**. Next steps in the project will focus on process development and technology configuration to achieve our quality and closure goals.

1. Technology solution provided by Inflo Health
2. ImPower program cohort focused on incidental lung nodule recommendations for additional imaging