

What's next



Healthcare

A Real View: Supporting Northwell radiologists and the Javits Center field hospital with innovation and infrastructure

As New York City prepared for a surge in patients with COVID-19, officials from FEMA and the Army Corps of Engineers partnered to create tens of thousands of additional patient care beds over just a couple of weeks. By working together in the spirit of innovation and kindness, Nuance helped Northwell Health quickly expand its use of PowerShare to support New York City radiologists in their response to COVID-19.

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In late March, as New York City prepared for a surge in patients with COVID-19, officials from FEMA and the Army Corps of Engineers partnered to create thousands of additional patient care beds over just a couple of weeks. Supporting this plan meant dedicating space within the city’s iconic Javits Center to establish a temporary critical care facility. It encompassed about 1,200 beds specifically to treat patients with COVID-19—and required all the necessary infrastructure, healthcare workers, and creative thinking to make patient care possible.

From setting up isolation spaces and vital medical equipment to portable x-ray and ultrasound machines, it would have been a tremendous effort under even the best of circumstances, and due to COVID-19, these were not that. Among the organizations supporting this effort was [Northwell Health](#), a Nuance customer who sought to make it easier for teams of radiologists to cope with a surge in medical imaging from this field hospital.

As a matter of safety for clinicians and patients alike, the best course of action was to make sure radiologists could work remotely, rather than from within the facility. And so, we partnered with Northwell to make this happen—and together, we did it in a matter of hours. By expanding access to [PowerShare](#) through our [kindness initiative](#), medical imaging completed at the Javits Center field hospital was immediately transferred to the network so that Northwell radiologists could read them remotely and in real-time.

It's a credit to not only the teams of people who came together and committed to this cause, but also to the agility and flexibility of innovative diagnostic technology. James Thannickal, Northwell's Senior Administrative Director of Imaging, said: "Northwell's culture of innovation and hard work is woven into who we are. Rolling-up our sleeves and getting to work with vendors with the same mindset makes solutions happen. We're made for moments like this."

Today, thankfully, New York City appears to be past the worst of its crisis, and so the Javits Center field hospital has closed after treating nearly 1,100 patients in a month. Should this facility need to be reopened in the future, the teams and equipment have this new-found experience to be prepared—and while we hope this will never come to pass, we know we will be ready to support healthcare teams again with innovation, infrastructure, and kindness.

To learn more about Nuance PowerShare and other Nuance COVID-19 kindness offers, please visit: <https://www.nuance.com/healthcare/campaign/customer-offers.html>

Tags: [radiology](#), [Radiology AI](#), [radiology tools](#)



About Karen Holzberger

Karen Holzberger is the senior vice president and general manager of Nuance's Healthcare's diagnostic solutions business. Karen joined Nuance in 2014 with more than 15 years of experience in the Healthcare industry. Prior to Nuance, she was the vice president and general manager of Global Radiology Workflow at GE Healthcare where she managed service, implementation, product management and development for mission critical healthcare IT software. Karen attended Stevens Institute of Technology where she earned a B.S in Mechanical Engineering.

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