

# PHILIPS

## ✦ How Vestre Viken Hospital Trust is empowering precision care with AI-powered, efficient radiology workflow

### AI Manager, Vue PACS, Radiology Information System

#### Customer story



#### Who

Vestre Viken Hospital Trust, Norway

#### Where

This transformation took place across four hospitals in the Buskerud/Akershus region of Norway, serving over 500,000 residents.

#### Challenge

The hospital faced rising imaging volumes and growing case complexity, putting pressure on radiologists to maintain high-quality care while reducing patient waiting times and avoiding staff burnout.

#### Solution

Philips AI Manager provides a centralized, vendor-neutral platform deeply integrated into existing Philips RIS-PACS systems, enabling real-time AI insights, intelligent triage and standardized workflows across imaging departments.

Vestre Viken Hospital Trust stands at the forefront of Norwegian healthcare, serving over 500,000 residents across the Buskerud region. Driven by a commitment to digital innovation within the public health system, Vestre Viken became Norway's first hospital trust to interface Philips AI Manager with Philips Vue PACS and Radiology Information System (RIS), setting a new national standard for safe, scalable and effective AI deployment in radiology<sup>1,2</sup> and ensuring access to cutting-edge AI technologies, all while upholding national benchmarks for quality, security and interoperability.<sup>3</sup>

## Results

Since going live on 29 August 2023, the Gleamer BoneView application, deeply integrated into RIS-PACS primary reading workflow resulted:

saved **594 days**  
of waiting time

eliminated the need for  
**13,800 consultation**

freed **3,100 physician hours**, equivalent  
to **1.9 full-time clinical roles**

Like many healthcare systems, Vestre Viken faced mounting diagnostic workloads driven by rising imaging volumes, an aging population and increasing case complexity. Radiologists were under growing pressure to deliver timely, accurate reports while maintaining the high standards of care that patients expect. At the same time, the hospital recognized that sustaining this level of excellence would soon become impossible without innovation.

“Our primary goal with implementing AI is actually quite simple: find areas where AI can help and share the workload with healthcare personnel. We’re not aiming to increase quality; we already believe it is excellent. The real challenge is to maintain it. And if we don’t act now, that will no longer be possible.”



Bjorn Anton Graff, Project Manager, Vestre Viken Hospital Trust

#### Realizing efficiency and precision care with AI

After a rigorous evaluation, Vestre Viken selected Philips AI Manager, a scalable orchestration platform designed to connect AI applications with existing radiology systems. The solution enables hospitals to manage, deploy and monitor multiple AI algorithms centrally, facilitating consistent performance, data governance and compliance with European medical device standards.<sup>4</sup>

Through deep integration with Philips Vue PACS and Philips Radiology Information System (RIS), AI Manager delivers AI-generated insights directly into the radiologist’s primary reading environment, reducing context switching, accelerating diagnosis and embedding AI assistance into daily workflows.

The Trust’s objectives were clear:

- Reduce workload to remove stress and improve staff retention
- Increase capacity to free up time for the patients who need it most
- Reduce patient waiting times to ensure faster access to care

Vestre Viken sought to explore how AI could help achieve these goals, not by replacing radiologists, but by serving as a trusted companion that enhances accuracy, detects subtle findings and automates routine tasks, and thus enhancing the overall workflows revolving around imaging.

The challenge was clear: integrate AI into existing workflows inside and outside radiology department without compromising value for clinicians and patients alike and avoid disrupting operations or increasing IT complexity.

“Applying artificial intelligence in our radiology department has proven highly beneficial. It has helped us streamline patient flow and serves as a valuable decision-support tool and a companion for both radiologist and residents in our daily clinical work.”



Ramprabanth Sivanandan,  
Radiologist and AI Doctor, Vestre Viken Hospital Trust





The first solution deployed was Gleamer's BoneView<sup>10</sup>, Norway's first AI tool in routine clinical use, trained to detect fractures, effusions, bone lesions and dislocations on X-rays of patients over two years old.<sup>5</sup> This implementation became the catalyst for a complete workflow redesign across all four hospitals. "Across all four of our hospitals, we have now consolidated the different workflows into a single workflow, available 24/7. This decision was based directly on the results from our validation study and the input of our work group," said Line Tveiten, Implementation Leader.

Before AI, each hospital followed its own processes for trauma imaging, often resulting in delays, inconsistencies and unnecessary consultations. With AI Manager orchestrating BoneView across all sites and thanks to a tight integration within RIS-PACS workflow inside and outside the radiology department, Vestre Viken created a single, standardized workflow available 24/7, ensuring consistent quality and faster decision-making system-wide.

For outpatients with trauma, the radiographer acquires X-rays, sends them to the AI Manager platform and receives AI results within a minute. Based on these results, patients are triaged quickly and cases are automatically flagged and prioritized in Philips RIS.

- Negative findings: Patients go home unless a referring physician requests review.
- Positive findings: Patients are sent directly to the emergency department.

In turn, this equates to urgent findings escalation and ambiguous results marked for review, creating a 24/7 intelligent triage system. All studies are reviewed by radiologists within the next available shift, maintaining full clinical oversight. "With this AI-supported workflow, we can triage and prioritize patients faster and more accurately than ever before," said Line Tveiten, Implementation Leader "It's a direct improvement in how patients move through our system, from image to decision in minutes."

"AI automatically triggered prioritization, helping reduction of waiting times, balancing workload and maintaining the same high level of quality even as volumes grow," said Bjorn Anton Graff, Project Manager. Data protection and security were critical from the start. "Many people ask, 'Is this safe?' The answer is yes. BoneView is CE-marked and static; it does not learn from our data. All transfers are encrypted and images are pseudonymized and deleted immediately after analysis. No patient identifiers leave our network and our regional IT partner holds the encryption key," said Line Tveiten.



# Delivering measurable impact across care teams, patients and hospital operations

Thanks to smart redirection of acquired images, Philips AI Manager orchestrating BoneView, Philips RIS enabling intelligent triage and finally Vue PACS displaying AI results within the radiologist's normal reading environment, Vestre Viken now operates a fully integrated AI workflow that combines efficiency, accuracy and patient focus.

Beyond radiology, the AI-enabled workflow also supports clinicians across the care pathway. Emergency and orthopedic teams can access AI findings directly through the RIS-PACS environment, allowing them to make faster, better-informed decisions without waiting for formal radiology reports. This access to preliminary AI insights helps accelerate patient triage in acute settings, reduces unnecessary referrals and strengthens collaboration between imaging and frontline care teams.

Building on this foundation, Philips and Vestre Viken are now collaborating on the next phase of their AI strategy, developing structured automatic reporting within the same integrated environment. This advancement will allow AI-generated insights to be automatically embedded into standardized radiology reports, streamlining documentation, improving consistency and further reducing reporting times. It reflects a shared commitment to continuous innovation and to ensuring AI remains tightly aligned with clinical needs and workflows across the entire care continuum.

The result: a closed-loop ecosystem that ensures the right image is read by the right expert, at the right time 24 hours a day, seven days a week.

Clinical validation confirmed that AI and radiologists complement each other, improving sensitivity and reducing missed findings.<sup>6</sup> Radiographers report greater confidence through real-time AI feedback, while patients benefit from faster, safer care. Local validation at Vestre Viken showed **AI accuracy ~91%** (radiologists 95%); with AI assistance, **radiologist sensitivity increased from 93% to 98%**, supporting safe discharge of negatives and better capture of true positives.<sup>7</sup> "AI works in several areas almost on par with radiologists. The fact that their strengths differ means they complement each other, improving overall sensitivity and confidence in diagnosis,"<sup>8</sup> said Line Tveiten, Implementation Leader.

The results of Vestre Viken's AI-enabled workflow have been both clinically meaningful and operationally transformative, with measurable impact across patients, staff and the broader healthcare system.

"These numbers show that AI is not just about technology, it's about making healthcare better for patients and staff."



Line Tveiten, Implementation Leader, Vestre Viken Hospital Trust

More than **74,000 patients** have been examined with AI support, resulting in:

- **594 days** of waiting time saved
- **13,800 emergency consultations avoided**
- **3,100 physician hours freed up**, equivalent to **1.9 full-time clinical roles**

Since going live with BoneView in August 2023, Vestre Viken has seen AI deliver measurable impact across departments: not just in radiology, but throughout the entire care pathway. Emergency care, orthopedics and patient services have experienced the strongest gains, proving that when AI is embedded into workflows, its value multiplies. "Since we went live, the results have consistently confirmed that the business case is already positive. By sharing workload between staff and AI, we're freeing capacity, reducing stress, and maintaining high-quality care", said Bjorn Anton Graff, Project Manager.

## Enhanced patient flow and experience, with confidence decision making

Patients benefit most visibly from the new workflow. Those with negative AI findings are safely sent home within minutes, avoiding unnecessary waiting and hospital congestion. Those with positive findings are directed immediately to the emergency department for treatment. "Patients are often more satisfied. It feels safer and more efficient when they don't have to wait for hours unnecessarily. And radiographers feel proud, they've gained new competence and responsibility and even set up a scoreboard to 'compete' with the AI", said Line Tveiten.

### Accelerate confident diagnostic decision-making

Beyond efficiency, the AI-supported workflow has fostered a cultural change. Radiographers report greater engagement and learning, with fast feedback from AI enhancing their confidence and decision-making. Radiologists appreciate AI as a support tool and triage mechanism that helps them focus on the most complex or urgent cases first. As one clinician summarized: "At first, we thought the AI would save reporting time. Instead, it became a triage tool, helping us prioritize smarter, not just faster."

"Meeting the healthcare needs of the future requires new ways of working and smarter use of technology. AI will play a very important role in building a sustainable healthcare system, a system that enables our staff to continue to deliver high-quality patient care despite an increased patient load"

Wesley Caple, Director of Medical Diagnostic Clinical,  
Vestre Viken Hospital Trust



## From regional innovation to national impact

What began as a local innovation at Vestre Viken has become a national movement. Together with Philips and the Trust's regional partners, it is shaping how AI can be responsibly integrated into everyday clinical practice, for the benefit of both patients and professionals.

As Norway's first hospital to implement AI, Vestre Viken quickly became a regional leader in digital transformation. "We used this opportunity to build an AI network across the region. We collaborate on procurements, share experiences and offer support whenever needed. It's helped us move forward together, rather than each hospital working in isolation", said Bjorn Anton Graff, Project Manager

This network has become a blueprint for collaborative innovation, connecting radiologists, IT specialists, procurement teams and clinical leaders. By sharing practical insights, from validation and integration to workflow design and change management, Vestre Viken has helped ensure that AI adoption is not just a technical upgrade, but a sustainable transformation across the region<sup>9</sup>.

Norway's journey with AI in healthcare shows how strategic collaboration between providers, government, and industry can drive meaningful transformation. By aligning around a shared platform of Philips AI Manager integrated with Vue PACS and RIS, the country has built a foundation for safe, interoperable and trusted AI deployment at scale.

This coordinated approach has turned AI from a promising pilot into a proven, repeatable model of operational excellence. It's a framework that other European healthcare systems are now looking at as they plan their own AI strategies.

# Driving success through expert-led change

A key driver of Vestre Viken's success has been the close collaboration with Philips Professional Services, whose comprehensive change management support helped ensure a smooth and confident transition to AI-enabled care. Change management proved to be a critical success factor in the early phase of the program. Through targeted support and hands-on guidance, Philips helped Vestre Viken understand the importance of structured change management and build the internal capability needed to lead transformation themselves. This early enablement ensured that AI adoption became a sustainable organizational change, not a one-time implementation.

This structured, hands-on approach fostered alignment around shared goals and built trust in AI-assisted diagnostics, reinforcing the belief that meaningful innovation happens when technology and organizational readiness evolve together. Vestre Viken built trust in AI-assisted care, turning innovation into transformation.

## The future of AI in precision diagnosis

Vestre Viken Hospital Trust is advancing its digital transformation by expanding clinical AI solutions and strengthening collaboration across Norway's healthcare system. At the center of this progress is **Philips AI Manager**, a vendor-neutral platform that enables safe, scalable AI deployment within existing workflows.

AI is already delivering measurable impact across the Trust's hospitals. It helps clinicians streamline trauma assessments, monitor multiple sclerosis and triage chest X-rays, accelerating reporting and improving patient flow, all within one single platform and the main **RIS-PACS workflow**.

"We continue exploring their potential as our staff gain confidence and clinical maturity", said Line Tveiten, Implementation Leader.

Next-generation tools are also being tested, including Gleamer BoneMetrics for automated orthopedic measurements, Oxipit ChestEye and Lunit CXR for expanded thoracic imaging and a CT-based lung nodule solution under evaluation at a regional site. Shared learnings via Philips AI Manager support faster scaling. "This collaborative model: test, validate, share, and scale, helps us move faster and safer.", Tveiten explained.

Vestre Viken's roadmap is clear: by 2026, 30% of imaging exams will be AI-supported, with 10% processed autonomously, and by 2030, 60% of exams will be AI-assisted, with up to 20% handled autonomously under radiologist supervision.

Guided by strong governance, collaborative leadership and a clear roadmap toward AI-assisted and autonomous diagnostics by 2030, Vestre Viken is shaping a smarter, faster and more human approach to precision care.





“AI won’t replace radiologists, it will redefine and strengthen their role. It empowers specialists to focus on complex diagnoses, patient communication and multidisciplinary care.”



Line Tveiten, Implementation Leader, Vestre Viken Hospital Trust

## Conclusion: A blueprint for AI-driven healthcare

Vestre Viken Hospital Trust shows how innovation, trust and teamwork can turn AI into real-world impact. With interfaces of solutions like **Philips AI Manager**, **Vue PACS**, and **Philips RIS**, the Trust has boosted clinical confidence, streamlined workflows and set a new benchmark for scalable AI in healthcare.

By saving time to deliver better care, **AI frees radiologists to focus where it matters most**. Talk to your Philips representative to learn how **Philips AI Manager** can help your organization scale AI with confidence: quickly, safely and for every patient. **Or visit: <https://www.philips.com/AI-manager>**

## Disclaimers

Any views or opinions presented in this statement are solely those of Vestre Viken and do not necessarily represent those of Philips.

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

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10. The availability of third-party algorithms may vary per market and be updated from time to time. The functionalities and benefits of the solution depend on customer-specific configuration and use. Philips Philips AI Manager is not intended for data interpretation or diagnosis. Please contact your local Philips representative for market availability.

