Elkhart General produces fast, accurate reports while reducing costs and easing compliance.

Challenge
– Inconsistencies with reporting
– Excessive costs and waste
– Increase in regulatory requirements

Solution
– Enhance use of the PowerScribe 360 reporting and communication platform
– Leverage PowerScribe 360's unique capabilities to further organizational and national healthcare goals

Results
– Reduced turnaround times from 3-4 hours to less than 15 minutes
– Achieved cost savings greater than $100,000 per year with self-edit
– Eliminated 1,100 hours in transcription time per year
– Simplified PQRS reporting to avoid negative payment adjustments

Summary

Founded in 1909, Elkhart General Hospital is a nonprofit hospital, part of Beacon Health System, located in Northern Indiana. The full-service, 350-bed hospital serves more than 19,000 patients a month. The Elkhart medical staff is comprised of 330 physicians representing 30 medical specialties and more than 2,000 employees serving in nursing, technical, administrative and support capacities. Elkhart's radiologists perform approximately 125,000 reads annually. A long-time Nuance customer, Elkhart implemented PowerScribe® 360 Reporting to streamline its reporting process, while also making significant gains in compliance and reducing costs.

Elkhart General Hospital

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"The future of healthcare is value-based. The capabilities we are leveraging with PowerScribe 360 certainly are enhancing this transition."

Dr. Samir Patel, Director of Radiology
Radiology Inc's Value Management Program, Elkhart General Hospital board member
Elkhart, Indiana

Setting a foundation

Dr. Patel's independent radiology practice group contracts with Elkhart, and implemented PowerScribe 360 Reporting back in 2012, when hospitals began facing greater regulations for reimbursement. Because of the new requirements, the need for a structured reporting system became a vital necessity.

"Up until this point there was a greater reliance on radiologists to remember to include certain elements in reporting, which often resulted in inconsistencies," said Dr. Patel. "It was important that we implement a structured reporting system so that in the future, data mining for outcomes would be possible."

The platform's checklist-driven reporting template and enhanced speech recognition technology was easy to use, had a low learning curve, and was adopted by the hospital's physicians right away.

Benefiting patients and physicians alike

Once implemented, PowerScribe 360 Reporting's benefits were instantaneous. Efficiencies began with the radiologist's workflow. By allowing physicians to enter data into reporting templates seamlessly, they could devote more time to diagnose and manage patients. In addition to benefiting physicians and patients themselves, the platform also helped reduce costs, turnaround times and made compliance less laborious.

"Since we began working with PowerScribe 360 Reporting we have achieved greater compliance, reduced reporting variability, and improved coding and reimbursement," said Dr. Patel. "We are so pleased with the outcome, and even more delighted that this platform has had such a profound effect on the quality of care that we can provide to patients."

Positioning for the future

In the three years since implementing PowerScribe 360 Reporting, Dr. Patel's radiology group has been able reduce its average turnaround time from 3-4 hours to less than 15 minutes.

Furthermore, the reporting solution helped the group reduce the number of studies sent to the editor for back-end transcribing, eliminating 1,100 hours in transcription time per year and providing cost savings of more than $100,000 annually.

When Medicare's Physician Quality Reporting System (PQRS) penalties go into effect this year, Dr. Patel and his radiologists will be ready. "The platform made PQRS reporting simple, helping us avoid any negative payment adjustments," he said. "The penalties will increase in severity in subsequent years, but with PowerScribe 360 Reporting we are prepared."

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 888-350-4836 or visit www.nuance.com/healthcare.

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