



## PowerScribe®

**NorthEast Medical Center** Embraces Speech Recognition to Optimize Physician Efficiency While Accommodating a Steady Increase in Exam Volume

**NorthEast Medical Center, Concord, NC, four time member of Solucient's 100 Top Hospitals®, claims to have built its exceptional reputation upon the continual expansion of healthcare services and relentless development of new technologies and treatment innovations. This aggressive strategy has been exemplified in the successful implementation of Dictaphone PowerScribe® Speech Recognition from Nuance. Eighteen radiologists, 6 cardiologists, 3 endocrinologists, and 2 surgeons now self-edit 98% of all imaging reports with PowerScribe which has translated into a consistent report turnaround time of less than one hour.**

### **Outdated Dictation System Was No Longer Meeting Expectations**

NorthEast Medical needed to replace an outdated Lanier dictation system with a reporting solution that was capable of rapidly turning around reports. Twelve transcriptionists could not satisfactorily manage a growing report volume, and thus provider driven speech recognition was explored. Prior to PowerScribe, "Radiologists would receive numerous calls from referring physicians wanting reports quickly," noted Melissa Foulk, Radiology Support Service Manager. Referring physicians would often ask radiologists to verbally relay the results of an exam because they were about to see a patient and did not have a report in-hand. Foulk explained that these calls caused radiologists to review exams twice, creating an extremely inefficient environment.

In addition to enhancing radiologist efficiency and decreasing report turnaround time, management at NorthEast Medical was motivated to cut back rising radiology reporting costs. Pre-PowerScribe, twelve transcriptionists were typing 210,000 radiology reports annually inhouse. An outside agency was also utilized as a backup during peak transcription demand times, resulting in high transcription expenditures.

### **Highlights**

- Eighteen radiologists, 6 cardiologists, 3 endocrinologists, and 2 surgeons self-edit nearly all of 240,000 annual reports
- Obtained return on investment in under one year
- Radiology report turnaround time is now less than one hour
- Referring physicians now have radiology reports "at their fingertips"
- Patient care has been significantly enhanced



### Preparing for Success

Dictaphone's team of Application Training Specialists orchestrated a productive learning environment for administrators and radiologists to ensure a successful deployment. One-on-one training with physicians was conducted and when NorthEast Medical went live with PowerScribe, Dictaphone professionals were onsite to ensure a seamless transition to the new solution. For even greater efficiencies Dictaphone PowerScribe was successfully interfaced with NorthEast Medical's Meditech RIS and McKesson PACS.

### Enhancing Newfound Productivity

Shortly after go-live radiologists began using "Power Normals" to create reports, which further enhanced their newfound productivity. Power Normals constitute previously created text with bracketed fill-in fields. NorthEast Medical created department-wide Power Normals, and after becoming acclimated to the system, individual dictators also created their own. "The errors in typing don't exist anymore because it's a template," mentioned Foulk. "Power Normals are quick, efficient, and often with just two words, [the report] is done."

*"The high percentage of reports which are self-edited has enabled NorthEast Medical to eliminate nearly all transcription costs."*

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### Swift Speech Recognition Deployment

Eighteen radiologists initially went live with PowerScribe and the learning period was significantly brief. After addressing preliminary concerns of some radiologists regarding "not wanting to lose the specialized touch of a transcriptionist," Foulk indicated that the radiologists were eager to learn the system. "They knew the quicker they learned PowerScribe, the sooner the phone calls from referring physicians would cease."

### Impressive Gains

With speech recognition, report turnaround time is now down to less than one hour from up to 10 hours previously. Eighteen radiologists, 6 cardiologists, 3 endocrinologists, and 2 surgeons, self-complete 98% of all the department's reports, which adds up to nearly 240,000 annually. The high percentage of reports which are self-edited has enabled NorthEast Medical to eliminate nearly all transcription costs. The hospital has attained a return on investment in PowerScribe of under one year.

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### **Enhanced Patient Care – Top Gain**

Radiologists are no longer continually interrupted by referring physicians seeking the results of studies. These achievements “make our referring physicians and our radiologists a lot happier,” said Foulk. But the real benefit is better care. Referring physicians at NorthEast Medical are now able to treat their patients more quickly, with radiology reports “at their finger tips.” “The patients need to be our top priority, and we’re meeting that goal,” said Foulk.

Foulk stressed the importance of patients receiving exam results quickly. “When we tell patients they will receive their results within a day, they often say, ‘Wow, I’m going to get my results within a day rather than two weeks,’” said Foulk. It is primarily for this reason that Foulk stated, “PowerScribe has exceeded our expectations.”

**Challenge:** Replace a legacy dictation system with a speech recognition solution that promotes physician efficiency, decreases report turnaround time, and has the capacity to handle a rising report volume

**Solution:** Implement PowerScribe Speech Recognition interfaced with facility’s Meditech RIS and McKesson PACS

**Results:** 29 providers use PowerScribe to self-edit over 240,000 radiology reports annually. Average report turnaround time is consistently under 1 hour enabling referring physicians to have reports in-hand when caring for patients

*“The patients need to be our top priority, and we’re meeting that goal.”*

**For product information please visit Dictaphone Healthcare Solutions at [www.nuance.com/dictaphone](http://www.nuance.com/dictaphone) or call 888-350-4836.**

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