



PowerScribe®

Little Company of Mary Hospitals and Imaging Center Implement PowerScribe® Speech Recognition from Nuance Healthcare, Holding True to Their Mission of Providing Exemplary Patient Care

Little Company of Mary Hospitals (Torrance and San Pedro, CA) along with Del Amo Diagnostic Center (Torrance, CA) use PowerScribe® Speech Recognition from Nuance Healthcare as both a front-end and back-end speech recognition solution. Generating over 145,000 reports annually with PowerScribe, Little Company saves \$336,000 in annual transcription costs. Average radiology report turnaround time has decreased from 32 hours to less than 8, despite a 60% spike in report volume since implementing PowerScribe. Furthermore, since implementing PowerScribe, the small radiology transcription team is 30 to 50% more productive each month. Little Company uses PowerScribe as a tool to enhance quality of patient care, holding true to their mission of providing comprehensive quality healthcare at all facilities.

Room for Improvement

Prior to implementing PowerScribe, the radiology report creation process at Little Company involved a common transcription workflow. Radiologists dictated into a Nuance digital dictation system (EXVoice®) and their reports were transcribed directly into their Meditech EHR for review and signature. Dictators used telephones and digital recorders for voice capture. Although this process was efficient in some regards, there was undoubtedly room for improvement. Average report turnaround time across all three facilities hovered around 32 hours, and monthly report volume was rapidly increasing. Additionally, radiologists were constantly interrupted in the reading room by referring physicians who wanted their patients' results.

Highlights

- Two hospitals and one imaging center generate 145,000 radiology reports annually with PowerScribe
- Flexible option of front-end and back-end speech recognition
- Annual transcription cost savings of \$336,000
- 60% spike in report volume since implementing PowerScribe
- Average radiology report turnaround time decreased from 32 hours to less than 8
- 2.5 FTEs conduct transcription for radiology at all three facilities and are 30 to 50% more productive each month since implementation



Toni Spencer, Project Manager and Systems Analyst,
Little Company of Mary Hospital

“Due to the stigma surrounding self-editing, we opted to allow the radiologists to send their dictations to correctionists if they desire.”

Natural Solution: Nuance Speech Recognition

Due to their longstanding and positive relationship with Nuance Healthcare, Toni Spencer, Project Manager & Systems Analyst, indicated that Little Company “naturally” chose to acquire PowerScribe. Traditionally utilized for front-end (provider-driven) speech recognition, PowerScribe can also accommodate a back-end (transcriptionist-assisted) workflow. Management at Little Company decided that adopting both speech recognition options would alleviate any concern among the radiologists. “Due to the stigma surrounding self-editing, we opted to allow the radiologists to send their dictations to correctionists if they desire,” noted Spencer.

“Calls to the reading room have decreased by 30-40%, which certainly enhances the productivity of radiologists.”

Rapid Results

Soon after implementation, radiologists became well adjusted to PowerScribe. Fourteen radiologists currently do at least some self-editing, while 4 self-edit 100% of their work. On a monthly basis, 30-50% of radiology reports are self-edited. For the reports that are not self-edited, 2.5 FTEs are responsible for editing draft text. Editing can be done by directly logging into the PowerScribe application. “Transcriptionists picked up on the technology right away,” mentioned Spencer. “We do a combination of editing and typing and certainly feel that it’s nice to have variety in our work,” noted Nancy Clarke, Lead Transcriber. Since implementing PowerScribe, the entire radiology transcription team has experienced productivity gains ranging from 30 to 50% each month. This significant increase in overall productivity can be attributed to the fact that draft reports are now edited, rather than typed from scratch.

145,000 reports are generated annually by radiologists. This represents a 60% increase in exam volume since implementing PowerScribe. Despite this significant spike in exam volume, average radiology report turnaround time quickly dropped from 32 hours to 8. Average turnaround time for STAT reports has decreased from a few hours to merely a few minutes. This significant improvement in report turnaround time has contributed to further efficiencies for radiologists. “Calls to the reading room have decreased by 30-40%, which certainly enhances the productivity of radiologists,” mentioned Spencer.



Significant Cost Savings

Although Little Company does not utilize PowerScribe in 100% self-edit mode, which would virtually eliminate costs associated with transcription services, they have still realized significant cost savings. “We save \$28,000 per month with PowerScribe, even despite a small maintenance cost,” said Spencer. This translates to \$336,000 in cost savings per year. A workload which previously required 6.5 FTEs is now completed by 2.5, allowing redistribution of resources.

“Since implementing PowerScribe, we’ve been doing very well as an entire entity. We’re very happy with PowerScribe.”

Challenge: Replace a traditional transcription workflow with speech recognition without disgruntling radiologists. Roll out to 2 hospitals and one imaging center in hopes to increase report turnaround time while significantly reducing transcription costs.

Solution: Implement PowerScribe speech recognition and offer two workflow choices, front-end and back-end.

Results: 145,000 radiology reports are generated annually by 18 radiologists and 2.5 FTE transcriptionists. Despite a 60% spike in report volume, average report turnaround time decreased from 32 hours to less than 8. Since implementation, the transcription team is 30 to 50% more productive each month. Annual transcription cost savings of \$336,000 has been achieved.

Satisfied

Little Company is comfortable with their flexible approach of generating reports. By utilizing both speech recognition workflow options, front-end and back-end, Little Company has found a happy medium between ensuring productivity and maintaining radiologist satisfaction. The enhanced radiology report turnaround time has undoubtedly lead to quicker treatment decisions by referring physicians and, in turn, a heightened level of patient care. “Since implementing PowerScribe, we’ve been doing very well as an entire entity. We’re very happy with PowerScribe,” concluded Spencer.

For product information please visit Nuance Healthcare at www.nuance.com/healthcare or call 800-350-4836.

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