



eScript

Prevea Health uses eScript to provide clinicians with flexible EHR dictation options, boost MT productivity and save an estimated \$1 million over three years.

Prevea Health is one of the largest physician-owned clinical organizations in Wisconsin and a 2009 winner of the Press Ganey Success Story Award for organizational change, improved patient care, and physician and employee satisfaction. One of Prevea's most effective innovations is the integration of Nuance's eScript speech recognition platform with its electronic healthcare records (EHR) system from Epic. Both Prevea's HIM and IT directors recognized the need for change when their medical transcriptionists (MTs) could only handle 60 percent of their transcription workload, forcing 40 percent outsourcing.

How to Maximize Internal Resources and Reduce Costs

Prevea Health's goal was twofold: first, it wanted to improve the productivity of each medical transcriptionist (MT) and thereby increase the overall transcription capacity of its in-house staff; second, since Prevea is physician-owned, the solution had to smoothly integrate with its EHR and be easy to use with minimal clinician training.

Another challenge faced by Prevea was the difficulty of managing transcription workload and staffing. The organization had to contract some of the work out, which negatively impacted flexibility and control. Prevea's Director of Health Information, Monica Zeller, began looking at other dictation and transcription options. Nuance Communications' **Best in KLAS**[®] on-demand and enterprise-wide **eScript** platform was an obvious front runner.

The technology at the heart of the eScript platform is called computer aided medical transcription (CAMT). It is proven to increase the productivity of MTs and thereby deliver significant cost savings to the healthcare organization.

Highlights

- Groundbreaking integration of eScript and Epic EHR systems
- \$1 million estimated 3-year transcription cost savings by significantly reducing outsourcing
- 96 percent dictation volume processed through eScript background speech recognition
- 139 percent MT productivity increase
- Transcription turnaround time reduced from five days to 24 hours



With CAMT, powerful speech recognition technology converts spoken dictation into fully formatted drafts which MTs then edit instead of typing, dramatically increasing their productivity. As a result, Prevea's MTs have achieved 139% productivity gains from editing documents, allowing it to dramatically reduce outsourcing and save costs.

Enhancing Physician Workflow in the EHR

Prevea's EHR strategy required a solution that would integrate with the EHR to expand documentation options while enhancing ease of use. By implementing eScription with the Epic EHR, Prevea was able to allow clinicians to dictate directly into the EHR, eliminating the need to have a separate dictation interface.

Clinicians were provided three flexible workflows for documentation: they could dictate a complete document from within the EHR using a PC microphone, they could enter some information using templates and dictate specific sections that required more detail, or they could document their encounters entirely through the data entry options provided in the EHR.

By providing a range of documentation options, Prevea was able to make documenting in the EHR easy and convenient for all of its clinicians.

Faster Turnaround Times

With eScription, Prevea's clinicians not only benefit from flexible documentation options in the EHR, but they experience dramatically reduced turnaround times. Prevea's turnaround time (TAT) was reduced from over 5 days to less than 24 hours on average since implementing eScription.

Enterprise-Wide End-to-End Workflow

Prevea prepared for the eScription deployment carefully and thoroughly, concentrating on workflow as it affected the entire organization. As a result, "Everybody—from transcriptionist staff to the providers—has really embraced it," exclaims Zeller.

"With back-end voice recognition, it's really seamless for the physicians. They can dictate the way they always have, with their normal routines. The MTs are doing the training and the editing, while the physicians are all about patient care."

— **Megan Paplham**
Applications Technical Specialist
Prevea Health

“The technology gives patients the benefit of receiving better quality and more efficient health care. Information appears in the patient’s record more quickly, ensuring that physicians have all the necessary information, and transcription work does not need to be outsourced by the clinic, which improves the bottom line and lowers costs.”

— **Ashok Rai, MD**
President and CEO
Prevea Health



“Any time we implement systems, we try to concentrate on the total picture, the end-to-end,” adds Zeller. “We make sure that everybody knows what change is coming down the road and what to expect.”

Because of this broad and forward-looking perspective, eScription delivered maximum performance from the start.

Challenge: As a physician-owned organization, Prevea Health sought a new speech recognition system that was easy for physicians to adopt and convenient to use, that increased the efficacy of its EHR with integrated dictation, and that eliminated the cost and inflexibility of outsourcing 40 percent of its medical transcription work.

Strategy: Prevea HIM and IT executives selected Nuance’s eScription on-demand platform for computer aided medical transcription, working with both Nuance’s and EHR vendor teams to deploy the integration across all Prevea health center locations.

Results: Since its implementation, Prevea has realized 96% speech recognition yield, MT productivity gains of 139%, and an estimated \$1 million in transcription cost savings over three years. In addition, the organization reduced turnaround time from five days to 24 hours at all clinics and delighted physicians with enhanced input options and streamlined workflow that improve patient care.

“We were able to work together to deliver a complex and exciting integration right on time, and to roll out the entire organization on day one of our go live,” remarks Nuance’s Doug Caira, Senior Director, Support Services. “And that’s really how we helped them to hit the numbers they’ve hit.”

For product information please visit Nuance Healthcare at www.nuance.com/healthcare or call 888-350-4836.

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