



EXSpeech®

With Dictaphone EXSpeech®, **North Ohio Heart Center** Cuts Costs By 40% With 1.8 FTE Transcription Productivity Gain, While Adding Value To Their EMR.

North Ohio Heart Center has achieved true change with Dictaphone's EXSpeech Speech Recognition system, quickly eliminating a 12,000 report backlog. Speech Recognition has allowed North Ohio's HIM Department to put in place a new "Productivity-Based" transcriptionist compensation plan that reduced costs by 40%. Most reports are now completed and in their EMR system in 24 hours, with Physicians benefiting from rapid access to the detailed information contained in the dictated narrative reports.

Growing Backlog Requires Changes

North Ohio Heart Center and its affiliated Ohio Medical Group is a multi-specialty Cardiology and Family Practice group in the Cleveland, Ohio area. Sixty-five physicians and nurse practitioners create a steady volume of clinical documentation from twelve facilities located across four counties.

Cindy Vegh, Manager of Transcription Services, recalls the frustrations created by this volume. "Before Dictaphone Speech Recognition, we were on a downward spiral, as report volume grew steadily, resulting in more costs. We were forced to go to overtime and rely on transcription outsourcing. We ended up with a tremendous backlog of more than 12,000 reports."

The clinic had already turned to Electronic Medical Record software, but this approach did not address the documentation problems. Gary Zrimec, Chief Executive Officer, who "championed" the introduction of Speech Recognition at North Ohio Heart Center and Ohio Medical Group from the beginning, indicates that, "We had incomplete usage of our EMR within the group. Dictaphone's solution proved to be the right complement to our EMR by handling the patient documentation in a way that the doctors wanted—and that produced real cost savings for us."

Highlights

- Multi-specialty cardiology and family practice group.
- 17 transcriptionists supporting 65 physicians and nurse practitioners.
- Dictaphone's EXSpeech® Speech Recognition solution, Enterprise Express® TextSystem, and GoMD™ mobile dictation.
- Elimination of 12,000 report backlog with 40% reduction in transcription costs.
- Significant productivity gains with many transcriptionists at 1.8 FTE.



**Cindy Vegh, Manager of Transcription Services,
North Ohio Heart Center**

Cindy Vegh seconds the idea that Dictaphone's approach fit into the workflow of the organization. "We embraced the need to change from the start. From an implementation view, the system went in place with little impact on physicians, and through managing the process with the help of Dictaphone, our HIM department gained significant benefits at each step along the implementation process.

Fully Integrated Solution

Dictaphone's Enterprise Express® formed the foundation for the North Ohio Heart Center Speech Recognition implementation, allowing efficient central management of all workflow between the organization's physicians and 17-person transcription staff. The Enterprise Express TextSystem proved to be a key early component. Vegh indicates, "We first implemented the TextSystem, and I was able to use it to immediately put in place 'Target Turnaround Times', which allowed me to easily prioritize report workflow based upon a variety of criteria. This gave a starting point to begin tackling the report backlog we needed to bring current."

Anna Majoras, Transcription Supervisor, notes that the TextSystem began to show a major impact on transcriptionist productivity even before speech recognition went in place. "By integrating with our clinic's scheduling system, the TextSystem eliminated the need to continually look-up patient information, and then re-type all of that information into a separate Word document we would use to create the actual

report. With the TextSystem, we're now presented with a report template for each report type that already includes all needed patient demographics, which saves a lot of time, and has improved accuracy of information."

Speech Recognition Drives Productivity Without Physician Disruption

With the HIM Department's transformation already well on its way, the introduction of Speech Recognition via the EXSpeech system provided Cindy Vegh with the tools she needed to achieve a very significant transformation for the clinic in terms of faster report turnaround and reduced costs. "The gains came quickly, as increases in transcriptionist productivity occurred almost immediately," noted Vegh. And the gains were achieved with minimal impact on the doctors. "The beauty of the system is that it allows physicians to dictate freely as they always have," she added. North Ohio Heart Center gives physicians access through standard telephony input, as well as mobile dictation capabilities with the use of Dictaphone's GoMD™ Pocket-PC based voice-input device.

Speech Recognition And EMR Provide A Complete Picture

As a Nurse Practitioner, Electro Physiology Department, Traci Evans-Ellacott feels that, "the speed of access to the completed narrative text report that Dictaphone Speech Recognition provides, combined with the data value of our EMR, offers a best of both worlds scenario. For STAT reports, my dictation is now completed within an hour, more standard reports within 24-48 hours."

She stresses the important role which dictated reports play in the patient care process, even though North Ohio Heart Center also utilizes an Electronic Medical Record (EMR) system. "While our Allscripts® 'Touch Works' EMR offers consistent access to information on a patient-by-patient basis, it does not provide the detail that a dictated report does," Evans-Ellacott indicated. "For me, dictation is faster and easier. Often the 'canned' reports in the EMR system simply don't match the patient specifics sufficiently, and you end up having to do a lot of additional keyboarding."

“Thanks to EXSpeech we’ve eliminated outsourcing, and have taken our 12,000 report backlog down to nearly zero.”

“Although we have the EMR in place, our physicians and nurse practitioners all continue to dictate because of the enhanced information it provides to other physicians. The addition of the dictated report to the EMR completes the picture of diagnosis and treatment for each patient,” Evans-Ellacott added.

40% Reduction In Costs... Backlog Eliminated

Vegh looks back at the decision to adopt Speech Recognition as one of the best she ever made. Overall department costs have been slashed by 40% through a 31% gain in transcriptionist productivity. North Ohio Heart Center’s transcriptionists edit over 1,700 reports per month.

Vegh describes the added benefits: “Thanks to EXSpeech we’ve eliminated outsourcing, and have taken our 12,000 report backlog down to nearly zero. In the past we were paying 25 hours overtime a week, and still could not keep up. We’ve eliminated that, and based on productivity our staff is earning more, and morale is way up.” Today North Ohio Heart Center maintains a very respectable 2-3 hour turnaround for “testing” and “STAT” reports (down from their past 1 week TAT), and “office visits” are completed in 24-48 hours (versus a backlog of 6 months on average). “Our staff has made tremendous progress with Speech Recognition editing, to where all transcriptionists have increased their productivity, with many now performing as 1.8 FTE,” Vegh said.

Powerful Transcriptionist Editing Tools

These type of gains are achieved not only through conversion of voice-to-text, which takes keyboarding emphasis off of the transcriptionist, but also through the ability to use specialized formatting and editing tools for rapid report completion.

Challenge: How to tackle a 10,000 patient report backlog, and delays in turnaround for many reports of over a month, while wanting to reduce costs and improve service to physicians through faster more effective access to clinical information.

Strategy: Implement Dictaphone’s EXSpeech® enterprise-wide Speech Recognition solution, integrated with Dictaphone’s Enterprise Express® dictation/transcription system. Provide effective exchange of information between the Clinic’s present scheduling system and Electronic Medical Record (EMR) system.

Results: Dramatic increases in transcription productivity has eliminated backlog, with many of the staff performing as 1.8 FTE. Productivity-Based Compensation has improved Transcriptionists’ earnings, while reducing overall HIM Department costs by over 40%. STAT reports are now completed in 2-3 hours, with no TAT over 48 hours.

Dictaphone has optimized the EXSpeech system’s correction software for high productivity editing. Synchronized voice and text playback assures accuracy. As the editor listens to the audio, the matching recognized text is highlighted on-screen to enhance the ease and accuracy of the editing process. “Magic” Editing Keys offer on-the-fly editing, including keystrokes that automatically insert punctuation with the appropriate formatting.

With the support of Dictaphone’s Professional Services organization, the clinic utilized a combination of “one-on-one” as well as the “train-the-trainer” techniques to help the North Ohio Heart Center transcription staff convert over to the new editing skills used with Speech Recognition.

Productivity-Based Transcriptionist Compensation

“In addition to the near immediate productivity gains we achieved with Speech Recognition, more importantly, it offered an opportunity to take a fresh look at transcriptionist compensation,” commented Vegh. “I was now able to introduce to our staff a new ‘Productivity Based’ compensation, which has given the staff much greater control over their own schedules, and how much they make, while at the same time I have been able to reduce our overall departmental costs by 40%.”

Transcriptionists Are Happy

Angela Kovarik, Transcription Lead, elaborates on the positive impact that Dictaphone Speech Recognition has had. "As an experienced transcriptionist, I had my reservations, but once you begin to master the EXSpeech system's editing tools, in a short time your productivity just zooms. Today, I'm making more money, and have greater satisfaction in what I'm doing, and there is much less stress in knowing that I'll always make my line count." Kovarik indicated that the productivity gains came much faster than expected. "We found that most of the team began to achieve gains in productivity in the first 7-10 days after training."

Anna Majoras, Transcription Supervisor, concurs with the positive impact the program has had. "I can say that none of us would want to go back to the old way of doing things. Today we have much greater value to the organization. We're able to add physicians, and take on greater amounts of work and still remain current. We're able to do what we do best in being 'Medical Specialists'...the result of that is improved information to physicians and patients alike."

Physicians Fully Mobile With Dictaphone GoMD™

Mobile Speech Recognition is a necessity in many outpatient environments, and North Ohio Heart Center is no exception. The clinic has embraced Dictaphone's PDA-based GoMD dictation solution. Initial deployment occurred with 10 physicians, whose success led to quickly expanding to 35 users. Plans are in place to bring mobile dictation soon to all of the physicians.

The GoMD recorder offers wireless connectivity which provides immediate download upon completion of dictation to the Enterprise Express® system, as well as uploading of useful physician information to the portable device.

Nurse Practitioner Traci Evans-Ellacott is a frequent user of the GoMD mobile dictation tool. "Each day I receive on my

GoMD Pocket PC a 'pick-list' of patients I will be seeing that has been automatically uploaded from our scheduling system. Now I'm able to dictate right in the exam room immediately following the patient visit, while the patient is still fresh in my mind, which greatly enhances timeliness and accuracy of reporting," she said.

"The Pocket-PC's display even indicates to me when each report has been transcribed and is available in our EMR system...generally in a matter of hours from time of dictation," Evans-Ellacott said. "For reports I don't dictate right away, the GoMD will remind me that a report on that patient still needs to be dictated."

A Very Favorable Summation

Cindy Vegh, Manager Transcription Services, summarizes what has been achieved at North Ohio Heart Center and Ohio Medical Group since Speech Recognition adoption. "We've changed a great deal more than just technology. I believe that we have truly impacted the entire organization by making clinical information available to physicians within our organization and throughout our referral community much more rapidly. We have changed how we compensate our transcription staff, and the result has been very positively received, and we have accomplished all of this while saving significant costs on our production of medical records. Our transcription staff is happier, doctors are amazed at how much faster they are receiving their reports, and our administration can't be happier over the money we have saved the organization."

For product information please visit Dictaphone Healthcare Solutions at www.nuance.com/dictaphone or call 888-350-4836.

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Speech Recognition & Natural Language Processing

An attractive alternative to the EMR

For Clinics and Physician Groups, Dictaphone is dramatically reducing the time and costs associated with the production and management of patient information through advanced Digital Dictation, Speech Recognition, and Natural Language Processing technologies. This combination of technologies is being deployed in a physician-friendly way that overcomes many of the barriers to adoption for EMR software, while allowing physicians to still benefit from the ease and detail of narrative dictation.

The experience speaks for itself™