Providers value efficient, portable documentation experience

Dignity Health helps providers save hundreds of documentation hours per week.

Challenge
– Empower physicians with technology to facilitate quick capture of high-quality documentation
– Optimize use of Cerner EHR

Solution
– Dragon Medical One
– PowerMic Mobile
– Dragon Medical embedded in Cerner PowerChart Touch

Results
– Dignity Health providers save an additional 485 hours per week through automated workflows
– More than 2.5 million lines of text captured within Cerner EHR every month
– System-wide adoption of front-end speech grew 273% in the first seven months

Summary

With 39 hospitals spanning across 22 states and 400 care sites, Dignity Health is one of the largest health systems in the nation and its care team is poised and ready for the future of healthcare. It's their commitment to innovation that led Dignity Health's leadership to expand their use of speech recognition technology to make the provider documentation experience more efficient, flexible, and mobile.

A practicing hematology and oncology physician's assistant, Michelle Ing is a provider champion and Cerner superuser charged with shaping fellow providers' use of documentation technology.

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Michelle Ing, Physician Assistant, Dignity Health

As a long-time Cerner PowerChart and PowerChart Touch client, Dignity Health already has seen productivity benefits from Nuance's legacy speech recognition solution. When Ing learned about Dragon Medical One, she immediately realized how its AI-powered technology could achieve better accuracy and improved accessibility within a secure HITRUST CSF-certified environment.

Successfully implementing Nuance solutions improves the provider experience
By implementing Dragon Medical One throughout the organization, Dignity Health achieved Ing's vision that allowed providers to use cloud-based, front-end speech recognition for creating documentation in Cerner whenever and wherever they needed. "Before, our providers couldn't access Dragon Medical from home, so they either stayed late to complete their documentation or struggled with typing at home," Ing says. As a cloud-based solution, Dragon Medical One offers a consistent and familiar experience, and providers can use their smartphone as a microphone when they log in to the EHR from home.

"One provider shared that being able to go home to her family after her shift is life-changing," Ing says. "Ultimately that's what we are trying to do: improve the provider experience and give them value." Another surgeon was skeptical about the accuracy of front-end speech and was resistant to using the technology. The Dignity Health team helped him create a series of templates for common procedures and patient education materials. After discovering the benefit of dictating in front of his patients to promote informed consent on procedures, he's now a top user. "We gave him the tools to be more efficient with his documentation and to be transparent with his patients—we helped make it easier to provide high-quality care," Ing says. "To me, that's a huge win. It's what we're working toward for all providers."

AI-powered speech recognition controls costs, saves time, and supports documentation quality
In total, Dignity Health purchased over 2,000 Dragon Medical One licenses. "The license utilization from my local medical group, Woodland Clinic, is one of our highest; we have zero traditional dictation," according to Ing. Usage has climbed steadily, and now, more than 2.5 million lines of text are captured within the EHR every month, reducing costs and expediting note completion. "If you have access to a technology that can save money while providing the physician excellent performance and experience. It's a no-brainer to use it," says Ing.

As a provider herself, Ing understands documentation quality is in the hands of the provider—motivation for making it easy to create comprehensive, effective documentation. "When you remove friction for creating a narrative and a provider can easily document all their thoughts on a patient, we improve the detail of that note," she says. Providers use speech recognition to populate all the elements within one Cerner window. When they leave that page, all they have to do is sign the note. Using Dragon Medical One within Cerner compounds the time savings of an optimized workflow. Dragon Medical One's automated workflows save providers an additional 485 hours every week—a number that's expected to climb as usage increases. "With Dragon Medical One, the time our trained and optimized providers spend in the note authoring pages is one-sixth the Cerner average," Ing says.

Focus on continued adoption to drive provider satisfaction
Looking ahead, Dignity Health will continue their focus on improving the clinician experience. "We are practicing medicine in an electronic world, and speech recognition solutions can improve providers' satisfaction with EHRs. It should be a foundational offering," Ing says. "We should empower providers with the mobile technologies and solutions to make their days easier."

About Nuance Communications, Inc.
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