

# Advocate Illinois Masonic Medical Center reduces transcription costs 70%, drives EHR adoption

## Challenge

- Eliminate indecipherable, incomplete documentation
- Achieve 100% EHR adoption
- Maintain patient care and physician satisfaction excellence

## Solution

- Deploy Cerner PowerNote® enterprise-wide on Intel® processor-based PCs
- Speech-enable EHR with Dragon Medical Network Edition
- Engage consultants to create specialty-driven workflows

## Results

- Reduced outsourced transcription costs 70%
- Reduced net transcription costs 50%
- Near 100% adoption of EHR

## Summary

One of the top health systems in the U.S., Advocate Illinois Masonic Medical Center (AIMMC) is a 408-bed hospital in Chicago with a Level I trauma center and a Level III Neonatal Intensive Care Unit, with nearly 900 physicians, 300 residents and 700 nurses using Cerner Millennium®.

When a Joint Commission site visit revealed indecipherable and incomplete documentation in its GI and surgery departments—illegible documentation, missing signatures, dates and time stamps—AIMMC chose PowerNote®, part of the Cerner Millennium EHR, to fix things.



“AIMMC was the first Advocate site to mandate the use of the EMR for physicians, all because we had a Dragon/PowerNote strategy.”

Adem Arslani BSN, MS  
Advocate Illinois Masonic Medical Center  
Chicago, IL

To ensure rapid and comprehensive adoption while still maintaining physician satisfaction, AIMMC implemented Dragon® Medical Network Edition from Nuance Healthcare.

With 100% adoption, the benefits would be huge: complete and universally available electronic patient records, increased physician efficiency, Meaningful Use, Joint Commission compliance, and the ability to bill more accurately for services.

#### Implementation

Until AIMMC achieved 100% use of Cerner PowerNote, it would be living in a “hybrid” environment, with parts of the patient record on paper and other parts in digital format. The EHR wouldn’t provide a complete picture of the patient; physicians might be making decisions without key patient data.

Many physicians did not like typing notes into Cerner PowerNote, so boosting adoption meant accommodating a variety of preferences with a wide range of input options, including advanced speech recognition.

AIMMC’s clinical IT team chose an enterprise-wide rollout, which required designing and implementing specialty-specific workflows throughout the hospital. To maintain the aggressive deployment schedule, AIMMC brought on Conant and Associates, Inc. (CAI), leading experts in Dragon Medical Network Edition and Cerner EHR solution design, implementation, and optimization. To support their high-volume, they selected Intel processor-based PCs for their optimal performance, reliability, and scalability.

#### Lower transcription costs

In the first 10 months, AIMMC saved more than 70% on outsourced transcription and more than 50% in net transcription costs.

#### Higher documentation quality, faster access to data

With Dragon Medical Network Edition, history and physical information are far more complete—especially the narrative portion. Surgeons dictate, see and edit notes right away, when they’re fresh in their memories. Attending physicians know the details of the surgery virtually in real time because the note is available immediately in PowerNote.

“The history and physical information are far more complete when we use Dragon Medical Network Edition to dictate—especially for the narrative portion. It’s painful to handwrite the story—and the negative or positive findings.”

Richard J. Fantus, MD, Chief of Trauma Surgery  
Advocate Illinois Masonic Medical Center  
Chicago, IL

#### Increased EHR adoption and physician satisfaction

Boosting adoption meant accommodating a variety of preferences with a wide range of input options. Rather than limit physicians to one clinical workflow, AIMMC was provided with three options: Type directly into PowerNote; leverage outsource transcription services; or use real-time voice recognition with Dragon Medical Network Edition. In the first year, nearly 600 providers documented care in PowerNote with Dragon Medical Network Edition; AIMMC will deploy to more than 700 nurses in the future.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 877-805-5902 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).

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