

# Improving documentation quality and timeliness at LifeBridge Health

Dragon Medical seamless integration with Cerner empowers providers with flexibility and efficiency.

## Challenge

- Multiple documentation solutions in place
- Overburdened IT staff
- Documentation delays due to reliance on costly transcription
- Quality concerns with greater risk of inaccuracies

## Solution

- Dragon Medical One
- PowerMic Mobile
- Dragon Medical embedded in Cerner PowerChart Touch

## Results

- Unified documentation
- Reduced transcription use by 90% by creating reports in real time directly in the EHR
- Enhanced physician convenience with PowerMic Mobile and speech recognition embedded in Cerner mobile apps
- Integrated AutoTexts save providers 30 hours per week
- Increased use and adoption of the EHR

LifeBridge Health, one of the largest healthcare providers in Maryland, and its four specialty centers and 2,900 physicians focus on delivering compassionate, high-quality care to their community. With multiple documentation systems in place, LifeBridge sought a single solution to holistically support efficient, convenient documentation directly within Cerner EHR. Using transcription meant more than eight hours could pass before dictated patient notes were available in the EHR. Plus, it was costly and vulnerable to errors.



By shifting to speech recognition, LifeBridge hoped to eliminate documentation delays, minimize inaccuracies, save money, and, most importantly, dramatically improve the patient and provider experience.

#### The value of a trusted relationship

LifeBridge evaluated the documentation solutions in place throughout the organization, which included a competing solution and previous versions of Dragon Medical.

According to Dr. Jonathan Thierman, LifeBridge CMIO, the team chose Dragon Medical One, in part, because Nuance had “bench strength.” LifeBridge felt Nuance, as a well-established, financially stable company with extensive integration experience with Cerner, was better equipped to provide the ongoing product advancements and support LifeBridge needed.

“Nuance’s long relationship with Cerner and their proven solutions were key,” said Thierman, who is also a practicing emergency department physician. “It made us more confident that the integrations between the EHR, mobile apps, and speech recognition would be seamless. That’s what won us over.”

#### Building on a firm foundation

The transition to a cloud-based solution eased IT burdens, limited disruption and enhanced usability. “We knew from a maintenance and support perspective, Dragon Medical One would offer us better control over the provider provisioning process,” said Marios Loizou, Director of Technical Applications at LifeBridge. “And for providers transitioning from the previous version of Dragon Medical, we could easily transfer their voice profiles with all of their customizations and let them hit the ground running.”

Additionally, LifeBridge built a global set of AutoTexts and common commands to optimize provider efficiency and prove speech recognition could be as efficient as transcription, plus offer more benefits. “Providers like that Dragon Medical One lets them see what they’re dictating in real time,” said Loizou. “It prevents errors and helps improve patient safety.”

#### Improving quality and satisfaction

Using AI-powered Dragon Medical One, LifeBridge expanded EHR utilization, cut transcription costs and

accelerated documentation creation—all while improving provider satisfaction and patient care.

Cerner Dynamic Documentation, or DynDoc for short, presents fields for textual input and requires fewer clicks than previous solutions. Providers using Dragon Medical One with DynDoc complete notes quickly and seamlessly. “We’ve seen use rates steadily increase,” said Thierman, “and we attribute a good part of that to the Nuance solution.” In the process, LifeBridge successfully eliminated about 90% of transcription, both in terms of lines and dollars. “Providers were not forced to use Dragon Medical; they moved because they realized it was a better alternative. Not only did we cut a significant expense, but we also eliminated the delayed entry of patient notes,” said Thierman. Real-time record updates help accelerate the discharge process—a patient can be discharged at 5:00 p.m. versus the next morning. LifeBridge providers can offer better care and get patients back home sooner.

#### Delivering results

Today, hundreds of LifeBridge providers complete hundreds of lines of dictation each week. Using AutoTexts, they’re saving nearly 30 hours per week in the documentation process. PowerMic Mobile, an application that allows providers to use their mobile devices as a dictation microphone, and the unique Dragon Medical integration with PowerChart Touch extend mobility to LifeBridge providers.

“With PowerMic Mobile, providers are no longer attached to a dictation workstation—they can dictate on the go, use it at home or anywhere that they have access to PowerChart,” said Loizou. “With PowerChart Touch, Cerner’s mobile app, providers review patient’s charts and securely dictate directly through the app on their iPhone or iPad. The flexibility and convenience are game-changers and an important capability that other vendors we looked at could not provide.”

Looking ahead, LifeBridge continues to explore more future-forward technologies such as AI-powered virtual assistants and ambient technologies to even more effectively document the patient encounter. “We are grateful to Nuance for their support and partnership,” said Thierman. “We know we made the right choice.”

---

#### About Nuance Communications, Inc.

Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 1-877-805-5902.

Connect with us through the healthcare blog, [What’s next](#), [Twitter](#), [LinkedIn](#), and [Facebook](#).