

Productivity and financial gains for Illinois Bone & Joint Institute.

Clinicians create patient documentation quickly and easily using Clinic 360 and realize 50% cost reduction.

Challenge

- High documentation costs
- Limited convenience and flexibility for clinicians
- Disparate technology and service providers meant lack of accountability

Solution

- Clinic 360 Transcription
- Clinic 360 Mobile
- Implemented with 100+ physicians across 20 locations

Results

- Documentation costs decreased 50%
- Full adoption of mobile documentation method within three days
- Improved clinician satisfaction

Illinois Bone and Joint Institute (IBJI) has more than 100 orthopedic physicians serving over 500,000 patients in Northeastern Illinois each year. With significant patient volume, clinicians faced a demanding documentation workload. Transcription was the fastest way to keep up with documenting patient encounters, but they hoped to elevate the process. Their goals: Provide a convenient documentation method for clinicians, eliminate inefficiencies and drive down costs.

Today, IBJI clinicians create high quality, thorough documentation using Clinic 360 on their mobile devices anytime, anywhere.



“When we introduced our physicians to Clinic 360 Mobile, all of them were amazed by how easy it made their dictation and improved their workflow; and they wanted it right away.”

— William Whelehan, Purchasing Director
Illinois Bone & Joint Institute

Referring physicians see correspondence quickly with auto-fax technology. Documentation costs are significantly lower. All 20 locations boast strong financial integrity and staff satisfaction as they deliver superior patient care, which is at the heart of their mission.

Nuance’s implementation and interface teams quickly activated platform tools to ensure that IBJI’s goals were met. To minimize change, workflow settings were aligned to mirror the existing clinic documentation process. Scheduling feeds and interfaces enabled real-time data transfer and automated routing from dictation to transcription to EHR. “Nuance takes service to the next level,” said Kathy Owens, Director of Health Information Technology, IBJI—Gurnee. “They are responsive, professional and willing to do what it takes to ensure our success. They are true partners.”

An extensive library of customized templates leveraged common content and automatically populated dictation text so clinicians could complete documentation quickly—they only have to dictate exceptions in some cases. These templates reduced the amount of typing required. Transcription fees dropped drastically.

Clinician satisfaction improves with mobile dictation. IBJI clinicians took off running, using Clinic 360 Mobile on both Apple and Android mobile devices to fully document patient encounters. “When we introduced our physicians to Clinic 360 Mobile, all of them were amazed by how easy it made their dictation and improved their workflow, and they wanted it right away,” said William Whelehan, Purchasing Director, Illinois Bone & Joint Institute.

The clinician’s experience with the app is seamless and straightforward:

- Clinicians are greeted with their daily patient schedule in real-time, which doubles as a convenient work list that organizes and streamlines the documentation task.
- Clinicians begin a dictation by clicking on a patient’s name. They save time and remove risk when patient data, demographics and appointment location are automatically linked to the file.
- After selecting the appropriate document and dictation templates, clinicians begin recording while viewing patient information for reference.
- Clinicians review, edit, electronically sign and complete the document, when it is automatically routed to the EHR and shared with primary care physicians.

In just three days and with minimal training, the first phase of clinicians and staff were 100% comfortable using the app. “With Nuance Clinic 360 Mobile, providers can see their patient schedule, dictate on the fly, upload, review, edit and authenticate with ease,” said Clara Joyce, Practice Administrator of IBJI—Libertyville. “It gives them the freedom to focus on their patients during exams and quickly complete the task of documentation.”

Costs savings boost financial integrity.

With Nuance Clinic 360 Transcription, the entire clinical care team has access to patients’ documentation. Because of automation tools, staff no longer have to print letters, stuff envelopes and send mail to referring physicians. Those are real cost savings: staff time and postage.

After just six months, all IBJI clinicians use Clinic 360 solutions to complement their EHR. Across its divisions, IBJI has enjoyed a 50%, year-on-year average cost savings in documentation and correspondence costs.

By using voice-driven documentation methods, IBJI fuels physician productivity and simplifies thorough capture of the patient encounter. Timely, accurate documentation boosts compliance and proper reimbursement. Financial integrity and physician satisfaction improve without compromising the most important goal of all: high quality patient care.

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, compliance and patient care, please call 877-805-5902 or visit nuance.com/healthcare.

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