

UNC Health Care embraces IT and workflow efficiencies with PowerScribe 360 Reporting.

An improved radiologist experience and standardized operations enhance facility performance

Challenge

- Bulky, complex software configurations
- Challenges with speech recognition
- Manual data entry
- Inconsistent, incomplete radiology reports

Solution

- Nuance® PowerScribe® 360 Reporting

Results

- Reduced system administration burdens
- Economies of scale
- Improved speech recognition accuracy
- Improved billing through report standardization
- Improved clinician satisfaction
- Consistency across enterprise
- Stronger disaster recovery and improved business continuity

UNC Health Care is a state-owned integrated healthcare system based in Chapel Hill, comprised of UNC Hospitals and its provider network, UNC School of Medicine clinical programs, and nine affiliate hospital systems across North Carolina. Tasked with streamlining operations, UNC Health Care sought a single software application to serve more than 150 radiologists performing over 1 million radiology exams each year. By implementing Nuance PowerScribe 360 Reporting throughout the enterprise, UNC Health Care not only improved efficiencies, but also eased their IT burden and improved business operations.



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J. Keith Smith, MD, PhD. Dept of Radiology, UNC Health Care

Jeff Agricola, IT Manager, says, “The single instance of PowerScribe 360 has brought ease of maintenance and economies of scale, negating the need to install individual upgrades at each facility.” Consolidation to a single instance of each major application—the primary goal of UNC Health Care’s “Carolina Value” initiative—also allowed UNC Health Care to utilize data center space more efficiently.

Smooth, rapid implementation of single solution

Implementation of PowerScribe 360 at UNC Medical Center, the flagship and largest hospital in the system, was complete within 90 days with no loss of functionality or downtime. As an academic facility, UNC Health Care required specialized workflows for preliminary reads by residents and fellows. The assigned Nuance Project Manager worked to understand their varied workflows and meet facility needs, using organizational skills and technical knowledge to achieve a successful, timely rollout. “PowerScribe 360 easily accommodated the alternative workflow,” says Imaging Support Manager David Tourville. And the level of support provided by Nuance, starting with the positive experience at UNC REX in 2009 through to the 2017 enterprise-wide implementation was viewed as exceptional.

Superior speech recognition delivers reduced editing time

PowerScribe 360 presented UNC Health Care radiologists with a better, more efficient, and more reliable speech recognition experience. Their previous solution required excessive time correcting reports. Dr. Smith says, “We went from reports that were rarely without recognition errors to reports that rarely have recognition errors. There was a remarkable reduction in editing time and frustration when we went to PowerScribe 360.” What’s more, Tourville and Agricola both note that eliminating speech recognition challenges had a major impact on their work experience. For example, Nuance® Dragon® Medical was used in one of their noisy clinics. There, the physicians just picked up the PowerMic™ and dictated without issue. However, with their old system, radiologists were having problems even in a quiet and controlled environment. David says there was no way to rationalize this to the

radiologists. Once PowerScribe 360 was implemented, these complaints disappeared. Agricola endorses the improved performance, saying, “If you don’t have quality speech recognition, nothing else matters.”

Standardization brings consistency and efficiency

Dr. Smith envisions successfully leveraging two other powerful capabilities. A radiologist’s portal allows review and approval of reports from any location. Central administration enables management of templates and powerful auto text capabilities. UNC Health Care took over 700 legacy templates, remapped all data elements, and moved most physicians to site-level templates to streamline propagation of changes and enforce consistency. Dr. Smith believes this will be “a significant time saver.” Internally, the use of standard templates has improved billing by reducing the potential for data omissions. Externally, UNC Health Care can provide consistent reporting to referring physicians as well as enforce the UNC brand to their patient audience.

EMR integration expedites data entry

PowerScribe 360’s universal data integration capabilities allow easy import of data fields required for BI-RADS reporting, saving time and eliminating data entry errors, forgoing the need for manual entry. With PowerScribe 360, data automatically flows into the mammography module in their Epic EMR, improving efficiencies and reducing the potential for data entry errors. In the near future, UNC Health Care will use a similar seamless transfer of lung cancer screening data directly into Epic.

One solution generates countless benefits

By easing previous challenges faced by UNC Health Care radiologists, PowerScribe 360 reporting supports UNC Health Care’s “Carolina Value” system-wide initiative, with the goal of improving operational efficiency, enhancing the quality of system processes and strengthening financial stability.

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 1-877-805-5902 or visit nuance.com/healthcare.

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