

BRIGHAM AND WOMEN'S HOSPITAL SAVES OVER **\$9 MILLION**, IMPROVES MT PRODUCTIVITY 123%



"Overall, the Dragon Medical 360 | eScripton solution has enabled us not only to consolidate multiple transcription processes, but also to manage and improve our turnaround times."

—Jackie Raymond, RHIA,
Brigham and Women's Hospital
Boston, Massachusetts

CHALLENGE

- Reduce transcription costs
- Upgrade, streamline transcription process
- Eliminate multiple MTSO contracts
- Reduce turnaround time
- Support increased demand, increased complexity

SOLUTION

- Implement Dragon Medical 360 | eScripton

RESULTS

- \$9 million saved in transcription costs
- 20 million lines of transcription per year
- Improved MT productivity 123%
- Improved turnaround time to less than 12 hours
- Decreased interface errors of transcribed reports 20-fold

SUMMARY

A 730-bed nonprofit teaching affiliate of Harvard Medical School and a founding member of Partners Healthcare System, Brigham and Women's Hospital is a world leader in patient care and research. The organization wanted to upgrade its existing transcription process to eliminate multiple medical transcription service organizations (MTSOs) contracts and to address increasingly complex technical and billing infrastructures. The expensive, slow system hampered clinicians' ability to maximize use of transcribed reports to diagnose and plan patient care.

Brigham and Woman's Hospital selected Dragon® Medical 360 | eScripton, an on-demand software solution that uses background speech recognition to turn clinicians' dictations into draft documents quickly edited by medical transcriptionists (MTs).

IMPLEMENTATION

Dragon Medical 360 | eScription uses computer aided medical transcription (CAMT), powerful background speech recognition technology that converts the spoken word to written text. Using models developed solely from the MT environment, the system employs contextual information to create high quality first drafts, improving MT productivity and reducing costs significantly.

Today, over 20 million lines of transcription flow through the system at Brigham and Women's Hospital. More than 1,700 clinicians use Dragon Medical 360 | eScription regularly, as do more than 50 medical specialty groups and sub-groups across the organization.

No clinician training was required to adopt the new system. Clinicians who previously used tape recorders now dictate into the telephone, and those using the telephone continue to do so. Inpatient and ambulatory services document management is centralized in the HIS department, increasing operational efficiency.

UNPRECEDENTED TRANSCRIPTION COSTS SAVINGS

Brigham and Women's Hospital's has saved over \$9 million in transcription costs by implementing Dragon Medical 360 | eScription.

STREAMLINED TRANSCRIPTION

Across the hospital, MTs edit work types ranging from correspondence and operative notes to ED stat dictations – in half the time it used to take to transcribe these documents from scratch. The organization has reduced the number of outsourced transcription vendors it was using (and the associated interfaces into the hospital's core information systems) from 15 to 3. Interface errors decreased 20-fold, reduced from five percent to less than 0.2 percent. The average MT productivity gain is 123 percent.

REDUCED TURNAROUND TIME

Before Dragon Medical 360 | eScription, turnaround time ranged from four to seven days. The new system has reduced turnaround time significantly, to less than 12 hours on average for all reports.

ABOUT NUANCE HEALTHCARE

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