

Citizens Medical Center, Inc. provides **healthcare for life** with Nuance solutions.

Embracing Artificial Intelligence-enabled technology as a strategic asset.

Challenge

- Poor productivity and low clinician satisfaction with clinical documentation tools
- Lack of mobile dictation options for clinicians
- Prohibitive cost of clinical documentation using aging technologies
- Need to improve clinical documentation turnaround time

Solution

- Dragon® Medical One, offering cloud-based speech recognition for documenting care in the EHR and beyond
- PowerMic™ Mobile for flexibility and mobility of note capture
- Nuance® Transcription Platform, delivering integrated transcription workflows
- PowerShare™ Network, enabling secure access to, and sharing of, medical imaging and imaging data

Results

- Improved satisfaction and quality of life for physicians due to streamlined workflows and cloud solutions
- Improved patient experience with faster, more accurate delivery of patient notes
- Reduced clinical documentation costs
- Removed CDs from the image exchange workflow
- Physicians surveyed agreed that Dragon Medical One made it easier to capture the patient story and helped improve document quality

Treating our patients as our neighbors.

The teams of physicians, nurses and other medical professionals at Citizens Medical Center, Inc. (CMCI), a critical access hospital in Colby, Kansas, are committed to enhancing the lives of the people they serve. As part of that commitment, CMCI has not only expanded its capabilities and services, but also it embraced technology as a strategic asset, an evolution that carries more weight with CMCI's role as a critical access hospital in a rural area of western Kansas.



“People in our area need to know they can come to CMCI for high-quality healthcare. We’re creating a regional presence, and we’re getting there every day. Each day is better than the day before, and we’ve made a lot of good changes on the technology front to be able to do this. We know there’s more to do, but we’re grateful to Nuance for helping us take these first steps.”

Jacee Dobbs

Chief Information Officer
 Citizens Medical Center, Inc.
 Colby, Kansas

Jacee Dobbs joined CMCI in 2015 as its new chief information officer, fully recognizing the role that technology plays in today’s healthcare environment. “In the past, healthcare executives considered technology to be a necessary evil,” she says. “But that’s begun to change; technology is no longer in the background. In fact, no healthcare organization, no matter the size, can survive—let alone thrive—without technology in the driver’s seat.”

With this mindset, Dobbs began the task of updating technology for CMCI. “Because of our location in rural Kansas, we often bring in specialty physicians, particularly from the Denver metro area, to support our patients and clinical teams here. We were using another vendor that had an on-premise voice recognition platform with back-end transcription, but it wasn’t meeting our needs and it was time for an improvement,” explains Dobbs.

CMCI clinicians need flexible solutions to improve their quality of life and impact patient care

Dobbs wanted to quickly and effectively solve this problem for CMCI clinicians and had been familiar with Nuance’s speech recognition technology from previous experience. She decided to work with Nuance to build a complete solution that would replace the existing transcription platform with the latest in speech recognition technologies. From there, a dedicated user group would test the platforms and ensure their compatibility with workflows and clinicians at CMCI.

Dobbs and Nuance arrived at a suite of solutions that would:

- Improve clinicians’ abilities to provide quality care for patients with more comprehensive, accurate patient records available in a timely fashion
- Reduce clinicians’ workload while improving their quality of life and overall satisfaction with work

- Replace outdated technologies and infrastructure that were draining resources away from higher-priority, more strategic initiatives with robust and secure cloud solutions
- Enable clinicians to document notes whenever, wherever they were
- Improve the medical image sharing process, allowing studies to be sent electronically to providers, improving the patient experience

Ultimately, CMCI implemented a variety of Nuance solutions: Dragon Medical One, PowerMic Mobile, Nuance Transcription Platform and the PowerShare Network.

Dragon Medical One and PowerMic Mobile provide flexibility and drive time-saving accuracy for clinicians

The design of the original system meant that clinicians wound up in a cycle where they were training over each other continuously.

But with Dragon Medical One, the most widely adopted cloud-based clinical speech recognition platform, all clinicians now have their own individual profiles. “Every provider is much happier with the new solution. They can do whatever they want to customize the system and no one will undo their work,” Dobbs says.

She continues: “From the start, without any voice profile training, the clinicians felt the accuracy of speech recognition was very high, well into the high 90% range. They were amazed, in fact. We have one provider who speaks very quickly and another that can tend to mumble, and the accuracy is still very high for each of them.”

PowerMic Mobile provides further portability of the speech platform by using a clinician’s smartphone as a secure wireless microphone—turning virtually any workstation into a dictation station.

“I did not have to train at all. I just picked up the microphone and started talking. How easy can that be? It’s already improved my efficiency, getting me out of the office hours before I used to. It has been worth its weight in gold.”

Kelly Gabel, D.O.

General Surgeon
 Citizens Medical Center, Inc.
 Colby, Kansas

Beyond the individual accounts and accuracy of Dragon Medical One with PowerMic Mobile, Dobbs notes that CMCI providers have been particularly satisfied with how quickly they’re able to complete patient notes. “Because we can talk faster than we can type, Dragon Medical One has been a significant time-saver for our providers. Even our providers who are good typists are realizing how much more quickly they can finish their notes,” explains Dobbs.

Kelly Gabel, D.O., concurs: “I did not have to train at all. I just picked up the microphone and started talking. How easy can that be? It’s already improved my efficiency, getting me out of the office hours before I used to. It has been worth its weight in gold.”

And by completing their notes faster—either at the hospital or remotely—Dobbs says providers have told her they’re seeing their families more and getting home in time for dinner again.

Transition to Nuance Transcription Platform seamless for CMCI specialists and clinicians

To eliminate the need for their previous dictation system, CMCI selected Nuance’s cloud-based Transcription Platform. With this solution, CMCI clinicians can dictate their patient notes in the ways that work best for them, and by moving to the cloud-based platform, there is no need for Dobbs and her team to support on-site hardware and servers. Dobbs notes that visiting specialists who work at CMCI need user-friendly solutions that reduce the amount of time they spend completing patient notes. More than that, the Nuance Transcription Platform, Dobbs says, is “rock solid.”

“Specialists visit CMCI a few times a month, and so their schedules are full when they’re here; the dictation and transcription workflow needs to simply perform for them.

The Nuance Transcription Platform has answered the call for us,” she continues.

Dobbs notes that the transition to the Nuance Transcription Platform has been seamless for the clinicians, who rely on a variety of document types and use different verbiage. “All in all, we get a few questions here and there, but it’s so user friendly that our nursing staff is able to do most of the troubleshooting for the physicians.”

Radiologists leverage the cloud to improve care to their patient community

Before fully embracing the image sharing capabilities of the PowerShare Network, CMCI relied on CDs as their primary method of exchanging patient images. “That introduced a variety of problems; we couldn’t be sure that the right person would receive the studies intact and in a timely matter,” notes Imaging Director Anthony Aukes. “After fully embracing PowerShare and being able to demonstrate the value to the Radiologist’s workflow, we increased our utilization dramatically.”

The PowerShare Network helps facilities of all sizes share medical images and imaging data among providers and organizations. CMCI, as a critical access facility, often manages routine MRIs and mammograms for its patients, and then needs to share those images and data with larger or specialty organizations where patients may go for treatments.

Today, instead of shipping CDs to other organizations, Aukes says CMCI has benefited from the performance, security and size of the PowerShare Network. “It’s far less risky; we know the right person is receiving the intact studies, and it’s almost instant.

Healthcare Solutions

Nuance Dragon Medical One
Nuance Transcription Platform
Nuance PowerShare Network
Nuance PowerMic Mobile

“We’re able to provide a better experience, better outcomes and a smoother transition. Patients here often live hundreds of miles from where they’ll have surgery, for example, but being able to have the exam in their local community minimizes the stress and fear of having procedures in larger facilities. These are our neighbors, and it’s important we care for them as such.”

Anthony Aukes

Imaging Director
Citizens Medical Center, Inc.
Colby, Kansas

We had a case recently where a young patient had a scan for a unique disorder and was going to be treated at a larger children’s hospital. We were able to complete the study for this patient in her own local hospital, and then provide those images and data within minutes to her treatment center.”

Like Dobbs, Aukes says that technology in the hospital environment is playing a critical role in the experience of patient care. “We’re able to provide a better experience, better outcomes and a smoother transition. Patients here often live hundreds of miles from where they’ll have surgery, for example, but being able to have the exam in their local community minimizes the stress and fear of having procedures in larger facilities. These are our neighbors, and it’s important we care for them as such,” concludes Aukes.

The future is bright for Citizens Medical Center, Inc.

Upgrading voice recognition and PowerShare technologies is simply a first step on the journey for Dobbs and CMCI. “We’re excited for the future and what it holds,” she says. “People in our area need to know they can come to CMCI for high-quality healthcare. We’re creating a regional presence, and we’re getting there every day. Each day is better than the day before, and we’ve made a lot of good changes on the technology front to be able to do this. We know there’s more to do, but we’re grateful to Nuance for helping us take these first steps.”

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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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 or call 877-805-5902. Connect with us through the healthcare blog, [What’s next](#), and through [Twitter](#) and [Facebook](#).
