

# Improve clinic and physician performance with cloud-based speech recognition

Dragon Medical embedded in CSpeak Prime brings efficiency, satisfaction, and financial benefits to CT Orthopaedic Specialists.

## Challenge

- High transcription costs
- Delayed documentation prolongs patient care
- Physicians need consistent documentation experience across 29 locations
- Physicians frustrated with numerous time-consuming and tiresome EHR clicks

## Solution

- Dragon Medical embedded in CSpeak Prime
- Nuance PowerMic III

## Results

- 98% adoption of speech recognition
- \$300K annual savings in transcription costs
- Real-time patient note creation improves patient care and clinic operations
- Documentation efficiency brings shorter workdays, eliminates after-hours documentation, and increases physician satisfaction

Six practices in central Connecticut merged to form CT Orthopaedic Specialists, one of the largest and most respected orthopedic groups in the state. Each of its 62 physicians see 35-60 patients a day. When the providers began using Greenway Health Prime Suite, transcription was a familiar companion to ease the transition to a new EHR. But CIO Mark Filiault knew that front-end speech recognition could speed documentation turnaround times and save money. CT Ortho needed a solution that could provide a consistent documentation experience across 29 locations. By using Dragon Medical embedded in CSpeak Prime, physicians work shorter days and provide higher-quality care, all with reduced operating costs.



Filiault learned about Dragon Medical from Clinically Speaking, a Nuance Development Partner. “It was the right solution because dictation is processed in the cloud, voice profiles are stored in the cloud, the application has a very small footprint, and it’s easy to deploy,” says Filiault. A handful of physicians began using the secure solution to create documentation within the EHR. When providers saw how quickly and easily they could complete patient notes in real time with the AI-powered technology, its use immediately began to spread. Plus, the solution presented an opportunity to significantly reduce annual transcription costs.

Physicians used Dragon Medical and enjoyed seeing their notes constructed right in front of them. Still, they were frustrated with how much clicking was required. To help, Filiault and Clinically Speaking worked to create CSpeak Prime, a stand-alone application that resides outside of Prime Suite and makes it easier for physicians to access and complete the patient note.

After each patient visit, physicians use their custom schedule in CSpeak Prime to open the patient note. They use Dragon Medical embedded in CSpeak Prime along with Nuance PowerMic III to dictate narrative content within sketch boxes that represent sections of the EHR including HPI, Physical Exam, Assessment, and Plan. When finished, physician content is combined with the medical assistant’s note. “Our doctors are very happy with their documentation workflow because it is so simple,” says Filiault. “They see the patient list and the notes, easily add dictation that’s relevant to the encounter, and bang, they are done.”

#### **An improved documentation experience**

Dragon Medical has dramatically improved provider satisfaction. “They click less, their efficiencies improved, their satisfaction improved, and their adoption increased,” says Filiault. Ninety-eight percent of CT Ortho providers use Dragon Medical embedded in CSpeak to build patient notes. Eighty percent use the custom Clinically Speaking applications that integrate Prime Suite with Dragon Medical on the desktop or in mobile apps on iOS or Android devices. Physicians invested time to build dictation templates to enforce high documentation quality. “The efficiency of the speech recognition integration and the ability to control quality with auto-texts made a winning combination,” says Filiault.

“Our physicians can spend more quality time interacting with the patient and making better-quality diagnoses. We improved their lives, we improved their ability to provide better care, and we allow them to go home at the end of the day with their work complete.”

**Mark Filiault**, Chief Information Officer  
CT Orthopaedic Specialists

#### **Clinical and financial impact**

With speech recognition, CT Ortho cut transcription costs by more than \$300,000 annually. And practice operations improved when real-time documentation shortened patient care paths. With transcription, there was always a time delay. As fast as the typist could work, the report was not available for review until well after the doctors moved on from the encounter—sometimes 2-3 days. Now, a physician can see a patient, dictate the note, and have surgery approved by case managers before they’re even gone for the day. “It totally transformed our business because we can turn around patient care more quickly,” says Filiault.

#### **Better use of physician time**

With an improved documentation experience, physicians spend less time interacting with the computer and provide more patient-focused care. “Our physicians can spend more quality time interacting with the patient and making better-quality diagnoses,” says Filiault. “We improved their lives, we improved their ability to provide better care, and we allow them to go home at the end of the day with their work complete. There’s no need to work on notes after-hours or the next day.”

#### **Partnerships that work**

The collaboration between Nuance, Clinically Speaking, and CT Ortho was critical to improving physician satisfaction, patient care, and financial wellness. “Nuance’s secure cloud solution is what makes it work the same way across all 29 locations,” says Filiault. “With Dragon Medical embedded in CSpeak Prime, physician voice profiles, auto-texts, and preferences live in the cloud so physicians can dictate anywhere, in any clinic, and it’s the same experience every time. It’s changed the game and allowed us to be successful.”

#### **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](#).