

EMERSON HOSPITAL REDUCES TRANSCRIPTION TAT FROM DAYS TO HOURS, **LOWERS COSTS** BY 50%



"We've cut our transcription costs in half, improved the transparency of our dictation and transcription process, and gained operational efficiencies—all without impacting clinician workflows."

—Nancy Earnley
 Director of Medical Records
 Emerson Hospital, Concord, MA

CHALLENGE

- Inefficient and expensive transcription and documentation process
- Pressure to speed turnaround time
- Enable 24/7 transcription coverage
- Meet the transcription needs of all stakeholders

SOLUTION

- Nuance Transcription Services, full-lifecycle outsourced transcription

RESULTS

- TAT reduced from days to hours
- Emergency department TAT down to 90 minutes
- 50% reduction in costs
- No change to physician dictation style

SUMMARY

Established in 1911, Emerson Hospital is a full-service medical center situated in Concord, MA. A 179-bed facility staffed by 300 physicians, Emerson combines a human touch with state-of-the-art technology—including top-flight medical transcription.

In 2009, Emerson was using expensive in-house medical transcriptionists (MTs) on weekdays and an outsourced transcription company to meet workflow fluctuations. The dictation system in use was outdated, inefficient, and costly, requiring continual maintenance. Furthermore, turnaround time (TAT) was slow, especially on weekends when transcription resources were unavailable—a critical issue when emergency department dictations needed to be addressed immediately. Both clinicians and HIM staff found the transcription process frustrating and unacceptable.

Something needed to be done. The hospital chose Nuance Transcription Services, a full-lifecycle outsourced transcription service

provided by Nuance Healthcare. Combined with Dragon Medical 360 | eScripton, this solution enabled complete speech editing and transcription workflow management with single-vendor accountability.

STREAMLINED IMPLEMENTATION

As a smaller hospital, Emerson wanted to implement a solution without using significant physician or HIM resources. And any new system had to meet Emerson's tight budget. Emerson was able to take advantage of Nuance Healthcare's streamlined deployment model designed specifically to meet the needs of smaller independent facilities. With this model, regional community healthcare organizations, or those that have low transcription volumes, can still achieve reduced TAT, improved processes, and cost savings in clinical documentation.

SUPERIOR FIRST DRAFT DOCUMENTS

Dragon Medical 360 | eScripton employs powerful background speech recognition technology to convert the spoken word to written text from models developed solely from the medical transcription environment. The software interprets and formats dictations in order to transcribe what a clinician intends to be in a document and not necessarily what is said. The Dragon Medical 360 | eScripton client software makes the editing process fast and efficient with features like shortcut keystrokes and audio speed controls. The MTs' edits deliver important, automatic feedback that continuously enhances the speech recognition engine, enabling it to provide increasingly better drafts over time.

Nuance Transcription Services enables timely distribution of draft documents to MTs, facilitates quality audits on edited documents, and ensures return of documents within TAT requirements. Operational consistency is provided by an experienced Nuance Healthcare account

manager who monitors backlog by leveraging the powerful reporting tools within Dragon Medical 360 | eScripton.

IMPROVED PHYSICIAN SATISFACTION AND FINANCIAL OPERATIONS

Now that Nuance Healthcare is managing all aspects of the transcription process, the Emerson Hospital HIM team spends far less time with day-to-day transcription issues, focusing instead on other clinical documentation requirements. TAT has dropped from days to hours and emergency department reporting is down to 90 minutes – all while reducing costs by more than 50%. And the physicians are delighted. The documents are accurate, reach coders faster, and transcription is available 24-hours-a-day, 7-days-a-week. Best yet, clinicians never had to change their dictation habits.

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

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 800-255-4641 or visit www.nuance.com/healthcare.