

# MD Anderson Cancer Center reduces transcription costs by \$3 million

With Nuance, MDACC drives physician adoption and cost savings within the largest single-stage Epic installation to date

## Challenge

- Implementing clinical documentation technology to support the largest single-stage Epic EHR installation
- Replacing outdated, expensive transcription systems with speech recognition
- Driving physician adoption and satisfaction

## Solution

- Dragon® Medical Network Edition
- Nuance PowerScribe® 360
- PowerMic™ Mobile
- Physician Technology Partners (PTP), now part of Nuance

## Results

- Saved \$3M by removing 40 million lines annually
- Improved physician productivity and satisfaction
- Accelerated physician adoption of updated speech recognition documentation systems

## Seamless speech-enabled clinical documentation

The University of Texas MD Anderson Cancer Center (MDACC) is one of the world's most respected centers, devoted exclusively to cancer patient care, research, education and prevention.

To provide its clinicians with a seamless speech-enabled clinical documentation experience and successful transition to structured documentation, MDACC deployed Dragon® Medical and Nuance PowerScribe® 360 as part of the largest single-stage deployment of an Epic® electronic health records (EHR) system to date.



“We chose Nuance because its speech recognition solutions and innovative road map were vital in helping us develop a bridge strategy for migrating to the Epic EHR. The Nuance solutions were critical in driving our physicians’ adoption of clinical documentation systems and increasing their overall satisfaction.”

Dr. John Frenzel, Chief Medical Information Officer  
University of Texas MD Anderson Cancer Center

The University of Texas MD Anderson Cancer Center recently decided to migrate away from its homegrown EHR solution and implement an Epic EHR solution. EHR deployments are never easy, but this time, the effort was compounded by the fact that this would be the largest single-stage installation of any Epic system. Also, MDACC quickly realized that it would have to replace older transcription services from M\*Modal in order to support its new EHR. Nuance’s front-end speech solutions proved to be critical to MDACC’s success. Together, this has resulted in an estimated \$3 million savings in the first year.

“We chose Nuance because its speech recognition solutions and its innovative road map for future solutions were vital in helping us migrate to Epic,” said Dr. John Frenzel, MDACC’s chief medical information officer. “We quickly realized that Nuance was the only vendor that could help us go from a 100% transcription model to a voice-to-text approach for structured documentation.”

#### **Migrating away from transcription**

The first accomplishment was to successfully move MDACC radiologists away from transcription to Nuance PowerScribe 360. PowerScribe 360 enables the rapid and efficient generation of high-quality, actionable reports. “Deploying this solution also helped us teach our employees that speech recognition solutions, such as Dragon Medical, are the future of transcription across the enterprise,” explained Dr. Frenzel.

#### **Partnering with PTP for specialized Epic services**

Another important part of the process was MDACC’s use of Physician Technology Partners, now part of Nuance, for specialized Epic consulting services. “The PTP team provided build, analysis, testing, training and optimization services to integrate Dragon Medical speech recognition with Epic applications,” said Dr. Frenzel.

“They were instrumental in helping us define the project scope and educating our internal teams to maximize the rollout of all solutions, including Dragon Medical.”

#### **Improving accuracy and physician satisfaction**

After initial success with PowerScribe 360 and planning the rollout of Dragon Medical, MDACC then deployed Dragon Medical to 1,200 physicians and nearly 1,000 providers across the entire organization. Dragon Medical accurately translates a physician’s voice into a rich, detailed clinical narrative that feeds directly into the EHR. With Dragon Medical, MDACC physicians can now dictate, edit and voice-navigate to the EHR.

“Our physicians have been extremely impressed with the accuracy of Nuance’s speech recognition solutions, and in many cases, this accuracy has exceeded their expectations,” said Dr. Frenzel. “For example, one of our physicians didn’t think the solution would work for him because of his strong accent. Yet it quickly became apparent that it’s not how you say a particular word or phrase, it’s the fact that you say it the same way consistently.”

#### **Improving physician satisfaction—and productivity**

All of this has helped MDACC clinicians experience high levels of satisfaction with the solution, especially compared with their previous experience with transcription. “One of our physicians tells a funny story to show how much better he thinks Dragon Medical is,” said Dr. Frenzel. “When all orders are signed, and all dictations are complete, the application indicates this with a green bar. This particular doctor reported that this was the first time he’d seen the green bar on a Friday afternoon. He was able to walk out the door and enjoy his weekend.”

#### **Reducing significant costs**

Even better, all of these improvements have added up where it matters most: MDACC’s bottom line. “We successfully eliminated our use of transcription, which represents more than 40 million annual lines and \$3 million in initial cost savings,” explained Dr. Frenzel. This is critical, especially in a healthcare environment where declining reimbursements and continued cost pressures require an emphasis on reducing costs. While larger ROI calculations are still underway, Dr. Frenzel is confident they will gain even more significant savings.

To learn more, contact us at 877-805-5902, or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).

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