Efficient, standardized workflow for MedStar Health

Nuance ambulatory documentation solutions improve clinician satisfaction and supports busy patient loads

Challenge
– Drop in physician productivity forces decrease in patient volume and revenue
– Slow documentation turnaround
– Disjointed documentation environments across system

Solution
– Clinic 360 Mobile
– Clinic 360 Transcription
– Nuance Transcription Services
– Integration with GE Centricity™

Results
– Shorter billing cycles and improved case flow when documentation turnaround time shifts from one week to one day

– Support for patient workload increased access to care
– Easy onboarding of new clinics and hospitals
– 90% adoption rate of mobile app

Summary

MedStar Health offers the highest quality, most advanced care to more than 500,000 patients each year in the Maryland-Washington, D.C. region among its hospitals, urgent and ambulatory care facilities and physician offices—all while incurring a heavy documentation workload. Frustrated and slowed by the task of creating documentation in the EHR, providers struggled to keep up with their workloads. In an effort to restore clinician efficiency and satisfaction while supporting EHR use, providers at MedStar's Georgetown Orthopedic Institute began using Nuance ambulatory documentation solutions in January 2014.

MedStar Health

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Today, six MedStar clinics and two hospitals have transitioned to Nuance solutions, with more to come. Across MedStar locations, clinicians are using a quick and easy documentation method for rapid delivery of documentation in the EHR. Meanwhile, the cloud-based solution liberates IT resources and increases usability for providers.

Creating documentation in the EHR was a time-consuming process for specialists at MedStar's Georgetown Orthopedic Institute. Their drop in productivity forced lighter patient loads in lieu of longer workdays or less time with patients. Fewer patient visits meant decreased surgical volume and, consequently, a drop in hospital revenue. MedStar was determined to find a documentation solution that delivered both high value and high productivity for their providers.

Mobile app increases clinician productivity and satisfaction

Using Nuance's mobile app, clinicians were happy to return to dictation, now enhanced with the functionality and convenience of a mobile application. Setup and training took virtually no time at all. Clinicians log in and view their real-time appointment list that manages document creation. "Clinicians began dictating immediately," said MedStar Director of Practice Operations Michaele Morrison. "They were wowed by how easy and intuitive the mobile application was." Voice files are automatically routed upon upload. Documentation is easily reviewed, edited and signed on the mobile device or in the EHR. Use of the mobile application spread quickly through Georgetown Orthopedic Institute and then to other sites. Within five months, 90% of providers over five locations were creating documentation on their mobile devices, and, more importantly, providers were treating more patients.

Streamlined documentation process improves patient service and financial integrity

With the increase of physician productivity, MedStar could manage a busy clinic and surgery schedule. Patients could see specialists and receive treatment within shorter lead times. The automated, electronic documentation process eliminated tedious paperwork by the administrative staff. Partnering with GE Centricity, Nuance uses tight integration to automatically place authenticated documentation into the appropriate record, eliminating the manual task of scanning and indexing documentation. Documentation is accessible throughout the system within 24 hours, a vast improvement over the previous seven-day turnaround. Plus, certified coders worked to create templates to guide data content for physicians, ensuring thorough documentation. "Correct coding for clean claims prepares us for any audit." Morrison notes, "And cash flow improved when patient encounters could be coded and billed quickly."

Technology unifies workflow, meets wide range of needs

Once the platform framework was established at the Georgetown Orthopedic Institute—satisfying IT requirements, meeting security parameters, defining documentation delivery policies—MedStar would replicate and adopt existing settings when onboarding subsequent clinics, easing the amount of effort required. While there are similarities in operations at each facility, each location and even some providers throughout the network have unique needs. For example, the team physicians of the Baltimore Ravens needed to travel to the athlete training facilities, document encounters on site and return PDF files for the organization. Universal settings assert deliberate guidelines across the system, but flexible platform options mimic this scenario as well as other distinct workflows. Morrison says, "The flexibility of Nuance's cloud-based platform and the expertise of the Nuance implementation team allowed us to deliver a familiar, easy-to-use documentation environment to clinicians as they move between the clinics and the sports field."

In addition, clinicians can speed documentation by creating a personal library of templates that require only exceptions to be dictated. The wide range of custom features help providers quickly create high quality, accurate documentation that's accessible in the EHR across MedStar facilities.

Nuance team delivers quality service

Nuance's ambulatory documentation solutions helped MedStar Health meet their documentation goals and maintain provider satisfaction. Change can be challenging, but the Nuance implementation and support teams worked to resolve any issues, and provided friendly and patient service. Morrison was also pleased with the quality of documentation returned by Nuance Transcription Services. "We're all big fans of Nuance," says Morrison.

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, compliance and patient care, please call 877-805-5902 or visit www.nuance.com/healthcare.

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