

The Ottawa Hospital improves patient care and lowers transcription costs

Challenge

- Improve continuity of care
- Enhance patient safety and quality of care
- Reduce transcription costs

Solution

- Dragon Medical Network Edition complements the Oasis EHR

Results

- Templates improve documentation accuracy, thoroughness and consistency
- Documentation is available two weeks faster
- Documentation is accessible throughout the circle of care
- Transcription savings of \$7 million
- \$11 million projected savings over 5 years
- 37,000 documents created per month vs 3,000 previously

Summary

The Ottawa Hospital is a 1,149-bed non-profit, academic health sciences center in Ottawa, Canada. It serves 1.3 million people across Eastern Ontario.

The Ottawa Hospital was looking to improve patient safety and quality of care by giving all providers within the hospital and throughout the community immediate access to patient records. At the same time, it wanted to be a responsible steward of its financial resources.



“We expect to save \$11 million over 5 years because of Dragon Medical. The accessibility of patient records—possible because our clinicians are documenting care electronically—is truly exciting.”

Dr. Glen Geiger, CMIO
The Ottawa Hospital
Ottawa, Canada

The first hospital in Canada to implement Dragon® Medical Network Edition alongside its Oasis EHR solution, The Ottawa Hospital has succeeded in ensuring timely access to accurate and comprehensive patient information to all involved in the circle of care. Voice recognition capabilities also reduced transcription costs, which has allowed the hospital to reinvest \$7 million into medical care.

Implementation

The hospital's Computer Application Support (CAS) Group began its implementation of Dragon Medical Network Edition by updating workstations. They evaluated ways to ensure the system worked well in a noisy environment, ultimately determining the optimal acoustic locations for performing dictation, then issued each clinician a PowerMic®. The CAS Group also put together a comprehensive plan to teach physicians how to train Dragon Medical and to create templates to simplify data entry. They encouraged early adopters to help their peers. The help desk and onsite support teams were also taught to address user issues.

Better documentation

Physicians previously used a phone dictation service and rarely reviewed their notes due to slow turnaround time. Using Dragon Medical Network Edition, they now pay greater attention to quality because they can see their notes and edit as they go along. Many physicians have created detailed templates that allow them to create documentation by simply changing the name and specifics for each patient. Templates help ensure that documentation is accurate, thorough, and consistent.

Improved continuity of care

When physicians used phone dictation, the average turnaround time for notes was 14 days. Now physicians enter them immediately into the EHR. Operating room and other notes are instantly available, not only to nurses and other clinicians within the hospital, but also to family doctors and other hospitals that feed into The Ottawa Hospital.

Lower costs

Return on investment was two years for Dragon Medical Network Edition. The hospital has already saved \$7 million and projects \$11 million in savings over five years. It plans to put those savings back into the budget to improve healthcare.

Reduced liability

The comprehensiveness of the notes is critical from a legal perspective. Dragon Medical Network Edition enables physicians to document thoroughly everything that occurs during a procedure. Should a complication and resulting legal action occur, physicians are able to demonstrate that they met the standard of care.

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 877-805-5902 or visit www.nuance.com/healthcare.

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