

Sharp Rees-Stealy Medical Group reduces transcription costs by 90%, increases EHR adoption

Challenge

- Replace inefficient, labor-intensive paper process
- Eliminate \$900,000 annual transcription expenses
- Improve documentation quality
- Jumpstart adoption of Enterprise EHR

Solution

- Deploy Dragon Medical Network Edition
- Speech-enable documentation
- Automate implementation to reduce costs
- Use physician 'champions'

Results

- 400 physicians, physician assistants, and nurse practitioners using Dragon Medical Network Edition
- \$900,000 annual transcription cost savings
- Increased electronic progress notes from 6,183 to 19,020
- Reduced paper charts by 98,000 monthly

Summary

With 400 physicians and 1,700 staff members, Sharp Rees-Stealy Medical Group is one of the largest, most comprehensive medical groups in San Diego County. Each of the group's 19 locations offers primary and specialty care, laboratory, physical therapy, radiology, pharmacy and urgent care services.



"It took me less than one-half hour from the time I first opened the solution to the time I was using it... It's been a life changing application. I go home earlier. I don't have stacks of charts on my desk and the swelling has gone down in my fingers (from typing)."

Richard Gwinn, MD, Director of Urgent Care
Sharp Rees-Stealy Medical Group
San Diego, CA

Prior to implementing Dragon® Medical Network Edition, providers at Sharp Rees-Stealy dictated or handwrote documentation. Transcribing dictated notes was expensive and took two to three days. Handwriting was faster, but often illegible. The group implemented Allscripts' Enterprise™ EHR to automate documentation, but populating it required too much work, so many physicians continued using expensive transcription services. Sharp Rees-Stealy decided to speech-enable its Enterprise EHR with Dragon Medical Network Edition from Nuance Healthcare.

Together, these solutions would permit the group to create complete, comprehensive, real-time notes—while reducing transcription costs.

Implementation

The IS group streamlined implementation by using a generic profile for all users and installing Dragon Medical Network Edition on physicians' PCs via an automated script with background configuration. This reduced implementation costs and time significantly.

The group used content from Nuance Healthcare to train the IS department, help desk, site support services, EHR trainers and technology-savvy physicians. These physician 'champions' then promoted Dragon Medical Network Edition in a video showcasing their success. For less technology-savvy physicians, the IT team scheduled training that incorporated tips from the champions.

To encourage adoption, the group published a report detailing each physician's transcription costs. The very next month, costs plummeted. One user reduced transcription costs from \$12,000 to \$2,000 per month.

Lower transcription costs

The biggest benefit from Dragon Medical Network Edition has been cost savings. The group has lowered transcription costs by \$800,000 to \$900,000 annually for a reduction of 80-90%.

Higher documentation quality

Dragon Medical Network Edition has improved documentation completeness, legibility and quality – dramatically. The error rate has plummeted from 70% to 4%. And physicians can include more complete descriptions of patients, the nature of their trauma, what was done and what should be done. The result: Physicians can create thorough documentation unique to each patient encounter in real time, providing more information about patients for improved care.

Increased EHR adoption and physician satisfaction

Dragon Medical Network Edition enables faster data entry compared with typing into Enterprise EHR or scribbling notes. The notes are also available instantly for physicians to review and sign. In addition, physicians can add critical color to their notes, quickly and easily. In the ten months following the roll out of Dragon Medical Network Edition, the group went from 6,182 progress notes per month in the Enterprise EHR to 19,020. Paper chart usage overall has declined from 102,000 per month to 4,000. For some physicians, Dragon Medical Network Edition has eliminated the need to bring charts home, improving their quality of life.

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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