

# The University of Tennessee Medical Center **reduces documentation costs by 70%.**

Comprehensive and intuitive clinical documentation,  
embraced by all specialties.

## Challenge

- Eliminate paper notes
- Reduce transcription costs
- Reduce documentation time
- Lacks foundation for better care coordination and value-based care

## Solution

- Dragon® Medical Network Edition
- Nuance Professional Services

## Results

- Documentation cost and utilization reduced by 70%
- Nearly 100% physician adoption rate
- Documentation time cut by 46%
- 90% of H&P and consult notes documented with Dragon Medical
- Foundation built for better care coordination and value-based care

## Dramatic transcription savings and more satisfied physicians

The University of Tennessee Medical Center in Knoxville is doing the hard work required to improve care coordination and transition into the world of value-based care.

Getting there was difficult, however. Physicians were spending a great deal of time documenting care—and they were using paper as well as costly and inefficient dictation/transcription processes to document H&Ps, operative notes, consult notes, and progress notes.



“We needed to build a foundation to deliver high-quality, coordinated care. Value-based care brings its own challenges. We now have the right foundation with Dragon Medical and Cerner’s Dynamic Documentation.”

Dr. James Keel III  
CMIO

The University of Tennessee Medical Center is a Level I Trauma Center with 609 licensed beds. The facility’s surgeons perform 26,000 procedures each year, during which time its emergency room hosts 86,000 patient visits. The medical center employs 850 medical staff and allied health professionals.

With a paper-driven documentation workflow, coordinating patient care had been challenging. There was no way for a clinician to pull up a patient record in the EHR to determine their history or to view daily progress notes—and that would make the transition to value-based care almost impossible.

On go-live day with Dragon® Medical Network Edition and Cerner’s Dynamic Documentation™, all 515 of the medical center’s inpatient providers began documenting care electronically. The number of notes in the EHR surged from a handful to 1,400 a day. Since go-live, residual paper documents are scanned into the EHR by HIM twice a day.

In the first six months, the medical center has seen a 70% reduction in transcription utilization and cost. It’s expected that utilization and cost will continue to decrease as transcriptionists are redeployed in other roles.

Physicians were concerned that the transition would be disruptive and time consuming. In response, the IT team provided all physicians with dual monitors and a badge log in, enhancing their efficiency using Cerner PowerChart™ and Dragon Medical from any location.

Soon word spread that physicians could cut documentation time by 46% with the new solution. Since the beginning, physicians—513 out of 515 were trained on Dragon Medical commands and templates—have sought

help to customize their templates. More tech-savvy physicians create and customize their own templates.

Live support, open labs, and access to a trainer on the IT team who teaches them how to create their own templates were key to the medical center’s nearly 100% percent physician adoption rate.

Surgeons, in particular, embrace documenting care in Cerner with Dragon Medical. It’s a huge time saver. If surgeons document their operative note immediately, they don’t have to do a brief post-operative note. Surgeons who document care soon after procedures also have more comprehensive, patient-specific notes because the procedure is fresh in their minds—unlike their colleagues who first document a brief note and then the more complete operative note at a later time.

The solution is also embraced by hospitalists who can call up their customized progress notes—including labs—in Cerner Dynamic Documentation on their Nuance PowerMic™ II. Using “smart templates” with Dragon Medical commands, they are able to automatically populate note formats and recent basic labs so that they can complete their notes within minutes.

The critical-care team also leverages the solution when doing joint rounds with residents, attending physicians, and other clinical staff. A resident creates the note, which can then be appended by the attending physician—literally in real time.

With this strategic investment in Dragon Medical, The University of Tennessee Medical Center now has a solid foundation on which to continue to build its value-based, coordinated approach to delivering high-quality patient care.

To learn more about Dragon Medical Network Edition, please call 1-877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/healthcare).

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#### About Nuance Communications, Inc.

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, please visit: [www.nuance.com/healthcare](http://www.nuance.com/healthcare). Connect with Nuance on social media through the healthcare blog, [What’s next](#), as well as [Twitter](#) and [LinkedIn](#).

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