Union Hospital eases transition to HIMSS EMR Adoption Model with Nuance.

Challenge
– Implement all-electronic entry of data (and eliminate paper)
– Control and secure the flow of sensitive information to comply with HIPAA compliance regulations
– Speed data entry with voice recognition software
– Integrate solution with EMR to advance toward HIMSS EMR Adoption Model Stage 7

Solution
– Nuance® Output Manager™
– Nuance® AutoStore™
– Nuance® Dragon® Dictation software
– Nuance® PowerScribe 360

Results
– Confidence to move toward Stage 7 on the HIMSS EMR Adoption Model
– Increased information security
– Eliminated PHI exposure with a complete chain of custody for all print
– Compliance with HIPAA regulations for securing information
– Single standard for dictation
– Significant transcription savings while decreasing transcript turnaround time

Summary

Healthcare organizations face a daunting to-do list as they move toward an HIMSS EMR Adoption Model. By law, compliance requires meaningful electronic records, but clinicians continue to use the "old" ways of making notes on charts and manually entering patient notes. Additionally, HIPAA compliance requires stringent privacy protections, down to each piece of paper printed. When Anne Lara came on board at Union Hospital as Chief Innovation Officer, she immediately examined ways to progress upward on the HIMSS EMR Adoption Model while meeting the needs of Cecil County, Maryland.

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Anne Lara, Senior Vice President, Chief Innovation Officer

"Healthcare organizations looking at Nuance Dragon Dictation can also benefit from examining the things that cause concerns from an efficiency and workflow perspective, as well as what's putting the organization at risk from an information security perspective. In our case, secure document solutions like Nuance Output Manager and Nuance AutoStore help address these issues, and we look forward to many more years of that partnership."

Anne Lara, Senior Vice President, Chief Innovation Officer

As Chief Innovation Officer, Lara needs to pinpoint efficiencies and ways to boost compliance, as well as facilitate EMR implementation. Her goal is to use technology to enhance the clinical workflow for the 1500 employee health system, and she recognized the need to standardize the way data is entered into the system. She also realizes that a secure printing and capture solution assists with HIPAA compliance, streamlines workflows, and reduces the number of printers that needed support and maintenance throughout the system.

First, do no harm: implement standard dictation
Standardizing the way clinicians input information into charts topped Lara's to-do list when she arrived at Union Hospital. A system-wide audit found that clinicians used a motley patchwork of methods when updating charts, which could lead to errors. Some handwrote notes, then entered the information manually into the EMR. Others dictated to a transcription service. Still others scanned paper notes into the system, but the data captured on paper couldn't be used because the values weren't codified, a requirement in EMRs. Additionally, the radiology department used Nuance PowerScribe—the one solution that worked well and dovetailed neatly with the EMR adoption.

Nuance® Dragon® Dictation software made the most sense for standardizing the way Union Hospital entered data. The accurate voice recognition software would made it easier for clinicians to enter data without having to worry about mis-keying diagnoses. Dragon integrated neatly into Union Hospital's EMR system, which allowed clinicians to quickly dictate up to 150 words per minute and keep charts updated with a clinical narrative of the patients' visits.

After it ran a cost-benefit analysis, Union Hospital realized that investing in the licenses for Dragon would result in real savings. "When we started looking at transcription costs and running a cost-benefit analysis, we realized if we wound down our old hybrid human/machine system and moved to Dragon, we would see significant cost savings," Lara said.

As of July 1, 2017, all of Union Hospital, with the exception of the radiology department, will use Dragon. The radiology department will use Nuance® PowerScribe, which is specifically designed for radiology.

Implement security and savings
Another key part of using technology to improve the clinical workflow involved the process for capturing and printing information. Recognizing the value of Nuance products, Union Hospital again looked to the company for its ability to manage and distribute electronic and paper documents. It needed a solution that provided security to comply with HIPAA regulations, as well as protect other confidential documents that may be sent to a printer.

Using Nuance® Output Manager™ and AutoStore™ together allowed for a secure printing solution and streamlined workflows. Instead of printouts going directly to a printer, users printed to a queue. Using their badges, they swiped to release the print job, which prevented protected information from being seen by unauthorized individuals. Additionally, users can retrieve printouts at any connected printer.

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"We take patient confidentiality extremely seriously, and anything that we can do to protect our community's and patients' information is something we'll do," Lara said.

Combining the solutions also generated cost savings. Instead of deploying printers and faxes inside offices and at multiple locations, Union Hospital consolidated to multifunction devices. Through Output Manager and AutoStore, Union Hospital moved closer to a more streamlined workflow for clinicians. Using Output Manager to manage data and have a one-stop shop for printed materials and faxes is more efficient and allows the clinicians to spend more time fulfilling Union Hospital's mission of providing care to Cecil County. In the future, Union Hospital plans to use Output Manager to route documents electronically, rather than print them. "We want to fully leverage and maximize the Output Manager's power," Lara added.

As is the case in most organizations, introducing a solution like Output Manager with AutoStore—or any change—was difficult. However, Union Hospital is moving in small steps, to give clinicians and other employees time to adjust to each new feature before rolling out the next and highlight the importance of information security. It also helps individuals get familiar with the new printer structure that allows individuals to claim print jobs at any printer. One department in particular was accustomed to printing to a local printer and picking print jobs off the print tray whenever they got around to it. With training and coaching, the employees adjusted to releasing reports at the printer instead of having the reports lay around for anyone to see and take.

"Now, employees understand and appreciate not having large stacks of paper on the printer to sift through," Lara noted.

Understanding the value of integrated and connected print and capture solutions
Union Hospital also leveraged the integrated and connected print and capture solutions in Output Manager

and AutoStore. For example, in the urgent care unit, the clinicians and support staff now release both print and fax jobs from the multifunction device, rather than go to different devices or areas to get documents. This drives them to a single location for their workflow.

As the organization continues to roll out features, Union Hospital plans to maximize the way Output Manager and AutoStore integrate in the clinical setting. In the future, employees will access a print or fax job, but instead of printing, send the document to another department electronically, saving steps and paper. "We're taking baby steps," Lara said. "It's on our radar—we want to maximize and leverage the power of Output Manager and AutoStore and what the two solutions combined can do to streamline our workflows."

Reaching higher levels of HIMSS and patient care
Like most healthcare organizations, Union Hospital wants to move further in the HIMSS stages to increase the quality of care and reimbursements. Thanks to its use of Nuance products, including Dragon, Output Manager, and AutoStore, Union Hospital achieved HIMSS Stage 6. As the organization continues to roll out features, it is targeting the end of 2017 as its goalpost for hitting HIMSS Stage 7, the highest level of meaningful EMR adoption. Nuance is proving invaluable to achieving this goal.

"Healthcare organizations looking at Nuance Dragon Dictation can also benefit from examining the things that cause concerns from an efficiency and workflow perspective, as well as what's putting the organization at risk from an information security perspective," said Lara. "In our case, secure document solutions like Nuance Output Manager and Nuance AutoStore help address these issues, and we look forward to many more years of that partnership."

To learn more about Nuance document imaging solutions please call 1-800-327-0183 or visit nuance.com

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