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CASE STUDY

Community Medical Center Relies on Dragon NaturallySpeaking

Emergency department improves patient care by automating the creation of over 300 EMRs per day with voice recognition software

CHALLENGE

Improve the efficiency of a medical center's emergency department by reducing the need to create electronic medical records for the organization's (EDIM) application manually.

STRATEGY

Deploy Dragon NaturallySpeaking to all of the ER physicians so they can create medical records directly in the organization's EDIM EMR application simply by speaking.

RESULTS

Better patient care due to a noticeable improvement in the department's productivity and a reduction in errors on patient records. Dramatic reduction in costs. The organization saved approximately \$500,000 by reducing their transcription costs the first year – with the software paying for itself the first month of use. The organization anticipates a substantial future savings from deploying the solution to an additional 400 employees in the next year.

The Saint Barnabas Healthcare System is New Jersey's largest integrated healthcare delivery system. The group includes a number of regional hospitals and wellness centers. Community Medical Center, located in Tom's River, is part of the organization. Community is a 596-bed facility and the largest single hospital emergency physician group in New Jersey. The staff has dedicated their professional lives to the practice of emergency medicine. Combined, they have over 275 years of experience. Most are board certified in emergency medicine. In addition, Community has specially trained pediatricians on duty to handle pediatric emergencies. Each physician has an average of 12 years of emergency medicine experience. Many also have leadership experience as previous

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Dr. Mark Meredith
Department of Emergency Medicine,
Community Medical Center

medical directors. This experience allows them to give the highest quality care to each patient as well as understand how to best utilize the resources needed to handle the busiest emergency department in New Jersey. This dedication resulted in a 2001 award by the New Jersey ACEP designating the organization as "New Jersey's Strongest Patient Advocate".

Dr. Mark Meredith is chairman of Community Medical Center's department of emergency medicine. Over the course of a year the organization sees approximately 90,000 patients. His physician group is responsible for staffing the emergency department at Community. The organization was using a voice recognition product that had been developed a number of years ago by another physician group. "We had previously used another voice recognition product prior to beginning our current electronic patient documentation program. The company that produced the software had gone out of business and left us without any good alternative. Over the years a number of my staff had tried the various voice recognition applications on the market. We always found that Dragon NaturallySpeaking was the



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easiest to use and worked best with our existing Emergency Department Information Management (EDIM) EMR product. Based on this experience I made the decision to go with Dragon NaturallySpeaking for our department.

Community Medical Center recently purchased 20 copies. They have been using the software for the last few months. According to Meredith, "My department relies on Dragon NaturallySpeaking 24 hours a day, seven days a week. We use it in conjunction with another product that was developed to specifically document emergency department patient encounters. This EMR application provides us with templated electronic patient encounter forms we complete by voice with Dragon NaturallySpeaking. Right now 12 of my physicians are using it to dictate information directly into the EMR system. We see approximately 300 patients per day in the emergency department. For each patient encounter we create an electronic medical record that is approximately 6 pages including the discharge instructions. The discharge instructions are free-form text but can be easily edited by the physician during each visit with Dragon NaturallySpeaking if necessary. It's been my experience that Dragon NatruallySpeaking is highly accurate. I would estimate our accuracy rate is above 95%.

In most healthcare organizations, Dragon NaturallySpeaking typically replaces a manual EMR creation or transcription process. Community Medical Center is no exception. Adds Meredith, "Prior to utilizing Dragon NaturallySpeaking all of our patient records were hand-typed by the staff. It was a slow, tedious and error-prone process. Dragon NaturallySpeaking allows us to be more efficient and complete when preparing patient records. In addition, critical patient information is turned around in a much timelier manner. There is no doubt that since we began using Dragon NaturallySpeaking our productivity has improved. I think our deployment has been successful due the Dragon's accuracy and ease-of-use. Because of this, our entire staff has supported it. All of this translates directly into better care for our patients and a reduced malpractice liability for our organization.

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