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CASE STUDY

St. Ann's Hospital Uses Dragon NaturallySpeaking Medical to Virtually Eliminate Transcription Third Largest Catholic Healthcare System In The United States Saves Over \$500,000 In The First Year Alone, Reduces Errors and Speeds Up The Turn Around Of Medical Information Dramatically

CHALLENGE

Simultaneously improve the efficiency of a hospital's emergency department, reduce operating costs and improve the quality of medical records by replacing paper medical records with electronic ones.

STRATEGY

Deploy A4's HEALTHMATICS ED EMR application with Dragon NaturallySpeaking Medical voice recognition software accessible via wireless PCs and portable handheld tablets so physicians can dictate progress notes for medical records directly into the organization's EMR application eliminating paper and the need for transcription services.

RESULTS

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.

In 1886 Mother M. Angela and Sister M. Rufina Dunn, of the Congregation of the Sisters of the Holy Cross of Notre Dame, Indiana, turned a four-story red brick building — with two wards, eighteen private rooms, an operating room, and an amphitheater — into Hawkes Hospital of Mount Carmel for women. Over the next one hundred years the organization continued to grow and opened its doors to male patients. In 1984, the Mount Carmel Community Service Corporation was formed to facilitate healthcare programs in central Ohio for outreach, hospice, wellness and home care. By 2000 Mount Carmel had joined Trinity Health, the third largest Catholic healthcare system in the United States. Mount Carmel's trustees believe it's not enough to simply "care" for patients. The organization's values — Compassion, Acceptance, Respect, and Empathy guide the entire staff to promote excellence and compassion in care of the body, mind and spirit, as well as the health education of the entire community.

"Dragon NaturallySpeaking has helped us lower our costs by eliminating the need for manual transcription, and also greatly reduced the number of errors in our patient's medical records. All of this translates into improved care for our number one priority – individual patients."

**Dr. Loren Leidheiser,
Director of the Department
of Emergency Medicine**

Mount Carmel St. Ann's near Columbus Ohio is part of Trinity Health. The facility contains 230 beds providing general medicine, surgical care, an innovative maternity program, state-of-the-art cancer center and outstanding emergency services. In 2000, St. Ann's initiated a major construction project to expand its emergency department, intensive

care unit, maternity services and outpatient diagnostics. As an adjunct to the construction project, an information services upgrade was also planned. The original IT mandates were an operational cost savings by switching from paper-based medical records to electronic medical records and a simultaneous phase-out of transcription. The potential cost savings were tremendous.

Dr. Loren Leidheiser, Director of the Department of Emergency Medicine explains, "We had no process for digitizing patient encounters. Our electronic medical records were transcribed using traditional dictation at a cost of more than \$500,000 per year."



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Dragon Dictation Solutions

One of my emergency medicine colleagues and I knew we could save a significant amount of money by going all electronic. We both played a leadership role in the evaluation and selection of our EMR and voice recognition system." A fully integrated and accurate voice recognition solution was an absolute necessity. St. Ann's decided upon A4's HEALTHMATICS ED Tracking Board, Physician and Nurse Documentation, Triage, and Interfaces. For maximum accessibility, the hospital chose to make the system available with Dragon NaturallySpeaking Medical voice recognition via thin client devices on rolling carts mounted with wireless PCs and portable handheld tablets. Adds Leidheiser, "Dragon NaturallySpeaking's accuracy was incredible! I estimate that mine was probably more than 98%. In addition, training the program was simple and intuitive."

Prior to deploying Dragon NaturallySpeaking, St. Ann's contracted with change to various transcription service organizations to transcribe their dictations, which meant not only higher costs, but a longer turnaround time for patient records — typically 24-48 hours — and, alarmingly, a greater frequency of medical record errors. The emergency department's initial goal was to use a dictation interface as part of their HEALTHMATICS ED system, dictating approximately 20% of all charts, resulting in an 80% transcription cost savings in the first year of implementation. Today healthcare professionals in St. Ann's emergency department rely on Dragon NaturallySpeaking Medical to quickly create electronic medical records, patient notes, reports and letters in real-time simply by dictating directly into their PCs. The software has allowed the staff to increase their efficiency, virtually eliminated the need for transcription services and dramatically reduced medical record errors.

According to Leidheiser, *"Using Dragon NaturallySpeaking from Nuance has really improved the way we work in the Emergency Department. We offer Dragon to all our physicians and physicians' assistants — approximately 30 people. The staff is now able to dictate notes using a variety of input methods — PC, tablet, digital voice recorder — making it even easier to get patient information into our EMR system — increasing productivity and efficiency overall. Dragon NaturallySpeaking has helped us lower our costs by eliminating the need for manual transcription, and also greatly reduced the number of errors in our patient's medical records. All of this translates into improved care for our number one priority — individual patients."*

Dragon NaturallySpeaking Medical has a built-in understanding of more than 300,000 words, and comes with 14 pre-made specialty vocabularies, including General Medicine, Pathology, Radiology, Cardiology and Surgery disciplines. Healthcare organizations like St. Ann's can easily create fully customized vocabularies and macros to further speed up the EMR creation process. Adds Leidheiser, *"Personally I utilize the macro function which allows me to compose templates for frequently used letters and memos saving an enormous amount of time. I use a handheld digital recorder to document minutes of meetings and e-mails on the go so I can do my own administrative work without a secretary."*

Since implementing Dragon NaturallySpeaking Medical, St. Ann's emergency department has reduced their reliance on manual transcription services by 97 percent and saved approximately \$600,000 per year. In addition, doctors, nurses, and other emergency room staff no longer need to wait several hours or days for patient records to be transcribed — this information is available immediately, saving valuable time and speeding critical care to each patient. As Leidheiser sums it up, *"Dragon NaturallySpeaking is an outstanding product. It allows me to save an enormous amount of time and improves the effectiveness of the way my colleagues and I communicate. I see the popularity of it growing enormously and expect widespread use of the technology in a few years. I don't believe Dragon NaturallySpeaking is simply a tool for physicians and physician's assistants. It is so easy to learn and use that I would like to see us expand the deployment to our nurses, secretaries and even office personnel."*

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