

# Campbell Clinic improves efficiencies and lowers costs.

Clinic 360 delivers fast, accurate documentation through a customized, automated workflow.

## Challenge

- Reduce documentation costs
- Monitor transcription performance
- Improve documentation efficiency
- Safeguard referral relationships in competitive environment

## Solution

- Clinic 360 Transcription
- Clinic 360 Mobile
- Implemented by nearly 200 providers

## Results

- Timely documentation expedites patient care and shortens billing cycles
- Documentation spend decreases by 30%
- Enhances relationship with referring providers

Campbell Clinic, a leader in orthopedics for more than a century, serves 175,000 patients in five Memphis-area locations each year. With 46 specialists seeing an average of 40+ patients per day, Campbell Clinic understands the value of a clinician's time. An antiquated in-house transcription system proved costly and inefficient for the practice. Production delays often led to rescheduled procedures when documentation was not available at pre-certification.

Today, using Clinic 360, providers dictate on their mobile devices between appointments and transcription data can be accessed in the EHR within hours. Automated data population ensures accuracy and reduces transcription fees. Referring physician relationships are stronger because of effective correspondence.



Clinic 360 changed every aspect of how Campbell Clinic handles documentation. After a four-month phased implementation, all 46 providers, 100 physical therapists and 46 fellows and residents were up and running on Clinic 360 Mobile. A made-to-order workflow streamlines documentation with no limitations on mirroring complex clinic operations or meeting client needs.

As the home of the residency program for the University of Tennessee, Campbell Clinic presented unique challenges. Residents and clinicians typically collaborate on documentation for a single patient encounter, creating two separate notes. These two files needed to be combined into one complete note in order to be billed correctly. Nuance focused on increasing system functionality and accommodating this workflow challenge. Campbell Clinic Process Improvement Manager Jason McCormick values Nuance's willingness to join forces with clients, examine workflow needs and enhance platform performance. "We improved the functionality of the system," says McCormick. "We made it something that can be extremely valuable for any practice, especially academic practices. We will continue innovating and improving features with Nuance as our partner."

Custom interfaces deliver appointment schedules to mobile devices, automatically associate dictations with patient encounters, populate demographics, place authenticated data in the EHR and route communication to referring physicians. Platform automation maximizes staff productivity at all levels while minimizing costs. After eight months, Campbell Clinic expanded savings through the onboarding program where all in-house transcription staff and workload transitioned to Nuance.

#### **Improved financial integrity and compliance**

Clinicians spend less time creating dictations with Clinic 360 Mobile. Using an extensive library of dictation templates personalized for each user, clinicians speed through the documentation task by only dictating exceptions. "Our providers' dictation patterns are very different," says McCormick, "and Nuance gave us the ability to customize each physician's process to their own style, while still improving efficiency and reducing the overall spend."

Voice files are never lost, and they are automatically routed for transcription after upload. STAT dictations are processed with priority and documentation is available without fail for next-day pre-certification appointments, thus feeding an active surgery schedule.

Referring physicians are the lifeblood of a specialty practice, and good communication is the key to continued referrals. With Clinic 360, an associate database links referring physicians to documentation, delivering referral notes quickly by fax. Platform reporting capabilities allow administration staff to track referrals, prompting outreach and targeting to strengthen relationships.

Clinic 360 gives Campbell Clinic the tools to control its documentation spend. By creating templates, the practice reduces the amount of typing required. By monitoring productivity, transcription lines and workflow, Campbell Clinic identifies bottlenecks or inefficiencies. By partnering with Nuance to provide transcription services, it not only eliminated episodes of underworked staff or work backlogs from fluctuating patient volume, but also swapped salaries and benefits for per-line fees. Costs immediately dropped by a significant amount.

#### **Increased clinician satisfaction.**

Clinicians want to document as quickly as possible so they can spend more time with patients and foster a good relationship with them. Clinic 360 Mobile lets Campbell Clinic providers do just that. Clinicians use their appointment schedule as their work list, creating dictations quickly on their mobile devices anytime and anywhere. Rather than searching for demographics, tracking down notes, waiting on patient information, requesting documentation or redoing work, clinicians see notes in charts in less than 24 hours. Happy, productive physicians have timely access to patient information and are free to provide superior patient-focused care.

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, compliance and patient care, please call 877-805-5902 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).

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