

POUDRE VALLEY HEALTH SYSTEM SAVES OVER **\$6 MILLION**, INCREASES PRODUCTIVITY



POUDRE VALLEY
HEALTH SYSTEM

"Dragon Medical 360 | eScription has been a lifesaver. Our improved turnaround time has assisted in timelier billing and excellent ratings in medical records documentation, reflected in our Malcolm Baldrige Award nomination."

—Dianne Fessler, Transcription Manager
Poudre Valley Health System
Fort Collins, Colorado

CHALLENGE

- Outdated medical record management system
- Unwieldy dictation process
- Approaching significant increase in dictation volume

SOLUTION

- Implement Dragon Medical 360 | eScription

RESULTS

- Achieved ROI within seven months
- Saved nearly \$1 million in first year, \$6 million by year six
- Increased MT productivity by over 90%
- Reduced document turnaround time

SUMMARY

Poudre Valley Health System (PVHS), Fort Collins, CO, is a regional network of healthcare facilities including two hospitals, an outpatient clinic and a behavioral health clinic. In 2004, it found itself with an outdated medical record management system, archaic dictation – and the anticipation of a significant increase in transcription volume.

"The quality of our documentation system combined with horribly long turnaround times and \$15,000 in overtime pay every two weeks signaled that change was needed," said Russ Branzell, Chief Information Officer at Poudre Valley Health System. "We needed a better transcription process that would improve the productivity of our medical transcriptionists (MTs) and reduce our costs."

They chose Nuance® Healthcare's Dragon® Medical 360 | eScription™, an on-demand platform for computer aided medical transcription (CAMT).

IMPLEMENTATION

The medical records department went live with Dragon Medical 360 | eScription in May 2006.

“Our decision to implement Dragon Medical 360 | eScription software on the same, exact day our transcription volume was predicted to double because of the opening of a new hospital, took a great deal of trust,” stated Dianne Fessler, Transcription Manager.

“The implementation process was extremely smooth,” noted Branzell. “All 37 PVHS MTs trained on Dragon Medical 360 | eScription before go-live to facilitate the transition to editing.”

SIGNIFICANT SAVINGS

Within one year, PVHS saved almost \$1 million. Within six years, savings reached \$6 million, as PVHS was able to handle all work with existing in-house staff, eliminating the need for outsourced services. PVHS reduced MT overtime pay by 86 percent because reports were completed faster.

HUGE PRODUCTIVITY GAINS

Powerful background speech recognition software turns clinicians’ dictations into accurate, fully-formatted draft documents that MTs quickly review and edit, often doubling productivity. PVHS currently produces over 20 million lines of transcription per year, 8 million more than before Dragon Medical 360 | eScription. Ninety-five percent of dictation goes through speech recognition. MT productivity gains are 90 percent or more, and they handle all transcription in-house.

DRAMATIC TURNAROUND TIME

“Discharge Summaries were running on an average 22-day turnaround time; today, the average is 10 hours,” noted Bonnie Barlow, Assistant Transcription Supervisor at PVHS. “Similarly, Operative Notes are down to 2.5 hours from 37 hours.”

Moreover, turnaround time reductions have led to quicker billing and faster account receivables. Added Barlow, “Improvements are noticeable across the board in every department that depends on medical documentation.”

CLINICIAN SATISFACTION

Superior document quality has eliminated lengthy telephone reviews in the coding process. “I have not heard one complaint about the quality or turnaround time since moving to the Dragon Medical 360 | eScription system,” said Branzell. “Further, there is no longer a risk of lost dictations because they are saved on Dragon Medical 360 | eScription secure servers.”

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 888-350-4836 or visit www.nuance.com/healthcare.