

INTERMOUNTAIN HEALTHCARE **SAVES \$1.5 MILLION,** DOUBLES MT PRODUCTIVITY



"Financially, we've met our goals and are seeing huge savings. Also, we've achieved turnaround times that are better than we thought we would."

—Susie Oborn
 Corporate Manager Transcription Services
 Intermountain Healthcare
 Salt Lake City, Utah

CHALLENGE

- Streamline and standardize workflow
- Reduce transcription costs
- Implement with minimal impact on clinicians

SOLUTION

- Deploy Dragon Medical 360 | eScription
- Create a hybrid of in-house transcription hubs and outsourced services

RESULTS

- 90% edited dictation rather than typed
- Doubled MT productivity
- Saved \$1.5 million in transcription costs
- Significantly reduced MTSO contracts

SUMMARY

Intermountain Healthcare, based in Salt Lake City, Utah, is a nonprofit healthcare organization comprising 23 hospitals and 150 clinics. In 2004, as part of a strategic initiative to address inefficiencies in the organization, Intermountain targeted its fragmented, costly transcription process.

Intermountain had three goals: centralize services, reduce costs and streamline workflow. The leaders of the organization decided that a hybrid of in-house transcription hubs and outsourced services would be the best solution. Moreover, they wanted a system that had little impact on clinician workflow and provided high quality support services.

In 2006, Intermountain selected Nuance Healthcare's Dragon® Medical 360 | eScription™ on-demand platform for computer aided medical transcription (CAMT) leveraging powerful background speech recognition technology that converts the spoken word to written text.

IMPLEMENTATION

The transcription group at Intermountain worked closely with its Nuance Healthcare implementation team to plan for the go-live. Together, they developed a strategy for a fast, successful enterprise-wide rollout. Following the implementation at the hospitals, the rollout to Intermountain's 150 clinics began.

Intermountain used a "Train the Trainer" approach, allowing its 100 in-house MTs to learn from their peers. Dragon Medical 360 | eScription staff was on site during the week of "go-live" to answer any questions from the MTs.

Today, almost 3,000 clinicians at Intermountain dictate into Dragon Medical 360 | eScription to produce 69 million lines of transcription each year.

REDUCED TRANSCRIPTION COSTS

By streamlining its transcription workflow with Dragon Medical 360 | eScription, Intermountain has realized significant cost savings—an estimated \$1.5 million in the first 16 months since go-live.

REDUCED TURNAROUND TIME

Operative notes, which used to take 31 hours to complete, are now completed in 7 hours. Even better, the average turnaround time for discharge notes has been reduced from 72 hours to 7 hours, a 90% improvement.

INCREASED MT PRODUCTIVITY

Over 90% of dictation is being edited rather than typed. MT productivity has more than doubled, with some MTs seeing gains around 130%. Intermountain moved to a performance-based compensation plan for MTs, motivating them to utilize fully the system's productivity enhancing features such as correction macros and multiple cursors.

STREAMLINED SOLUTION, EMR INTEGRATION

Intermountain streamlined transcription workflow to three MTSOs and one centralized in-house transcription department. Working with its Nuance team, Intermountain developed a style guide for consistent formatting and reduced the number of work types from 200 to 50. The use of a single, administrative console for tracking and controlling document creation improved document management. In addition, Dragon Medical 360 | eScription integrated with Intermountain's two homegrown EMR systems.

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.