

PREVEA HEALTH **IMPROVES PRODUCTIVITY** BY OVER 100% AND CUTS COSTS



"Information appears in the patient's record more quickly, ensuring that physicians have all the necessary information and transcription work does not need to be outsourced, which improves the bottom line and lowers costs."

—Ashok Rai, MD, President and CEO
Prevea Health
Green Bay, Wisconsin

CHALLENGE

- Reduce medical transcription outsourcing
- Select speech recognition system tailored to physicians
- Increase EHR efficacy with dictation
- Lower costs, increase flexibility

SOLUTION

- Implement Dragon Medical 360 | eScription

RESULTS

- Increased MT productivity 109 percent
- Reduced turnaround time from five days to 24 hours

SUMMARY

With more than 200 providers across 23 locations, Prevea Health is one of the largest physician-owned clinical organizations in Wisconsin. And when HIM and IT directors realized Prevea's medical transcriptionists (MTs) could handle only 60 percent of its transcription workload, they knew it was time for a change.

Prevea decided a speech recognition system was the answer. The 'right' solution for Prevea would be easy for physicians to adopt and convenient for them to use. By integrating dictation, it would increase the efficacy of its Epic™ electronic health record (EHR) system. And, most importantly, it would eliminate the cost and inflexibility involved in outsourcing 40 percent of its medical transcription.

HIM and IT executives selected Dragon® Medical 360 | eScription™ for computer-aided medical transcription (CAMT).

IMPLEMENTATION

Prevea prepared for the Dragon Medical 360 | eScripton deployment carefully and thoroughly, concentrating on workflow as it affected the entire organization. Their goal was two-fold: increase the overall transcription capacity of in-house staff, while making speech recognition easy to use with minimal training.

Prevea worked with teams from both Nuance and Epic to deploy the solution across all Prevea health center locations. Their strategy: Integrate Dragon Medical 360 | eScripton with their EHR to expand documentation options, while allowing clinicians to continue dictating directly into the EHR. As a result, Prevea's MTs, staff and clinicians have really embraced the solution.

Because of this broad and forward-looking perspective, Dragon Medical 360 | eScripton delivered maximum performance from the start.

ENHANCED PHYSICIAN WORKFLOW

Providing a range of documentation options made documenting in the EHR easy and convenient for all clinicians.

Clinicians now have three flexible workflows for documentation:

1. Dictate a complete document from inside the EHR using a PC microphone
2. Enter some information using templates and dictate specific sections that require more detail
3. Document their encounters entirely through the data entry options in the EHR

INCREASED MT PRODUCTIVITY

With Dragon Medical 360 | eScripton, powerful speech recognition technology converts spoken dictation into fully-formatted drafts. Instead of typing, MTs edit the drafts. As a result, Prevea's MTs have achieved 109 percent productivity gains, dramatically reducing outsourcing costs.

FASTER TURNAROUND TIME

With Dragon Medical 360 | eScripton, Prevea's clinicians experienced dramatically reduced turnaround times, from more than five days to less than 24 hours on average.

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.