

Mosaic alleviates burnout and improves documentation

AI-powered solutions ease the transition to value-based care and significantly reduce administrative burdens.

Challenge

- Expensive and inefficient transcription
- High turnaround time for documentation
- Delayed or improper reimbursement due to coding errors
- Excessive administrative burdens with high levels of burnout and low levels of professional satisfaction

Solution

- Dragon Medical One
- PowerMic Mobile

Results

- Achieved over 99.8% speech recognition accuracy
- Boosted same day documentation rates from 26% to 75%
- Eliminated more than \$187,000 in transcription costs in the first nine months with sharp increases in savings expected going forward

Mosaic Life Care comprises a four-hospital system and more than 60 area clinical facilities offering urgent, specialty and primary care in northwest Missouri, northeast Kansas and southeast Nebraska. The organization is committed to providing the best and safest care by combining traditional health care with a focus on overall wellness while creating a warm, inviting environment for patients, family members and caregivers. Mosaic has 499 certified beds and is the region's largest employer with more than 4,000 employees.



“For our folks, it’s all about the clicks. We had to create a more seamless, less frustrating process and counter the perception that there would be an increase in the amount of time required.”

Davin Turner, DO
President and Chief Medical Officer
Mosaic

Ready for a change

As Mosaic began shifting to more value-based payment models, growing documentation requirements were complicating workflows and increasing the administrative burden on clinical staff. The organization was using in-house and outsourced transcriptionists to manage documentation, and they wanted to improve their documentation process.

“Employing transcriptionists—whether in person or remote—was expensive, and it certainly wasn’t going to get any cheaper,” said Dr. Davin Turner, President and CMO at Mosaic. But beyond the costs, the team was focused on improving both documentation quality and turnaround time. “Once they finished dictating a note, they wanted to be done—not review it days later only to discover something missing or wrong.”

The team had experimented with several different speech recognition solutions but would not commit to anything until they felt the technology was right for their staff and wouldn’t add to their frustrations. “As a practicing physician myself, I was the obstacle to implementation,” said Dr. Turner. “It had to be usable and it had to be accurate. I wouldn’t endorse any technology I wasn’t personally willing to, and capable of, using myself.”

Putting Nuance to work

To create more complete, accurate and consistent documentation in real-time, the organization turned to Nuance Dragon Medical One. As a cloud-based speech solution, Dragon Medical One offers a consistent and personalized clinical documentation experience by allowing clinicians to use their voice to securely capture the patient story and control applications more naturally and efficiently—anywhere, anytime.

“For our folks, it’s all about the clicks,” said Dr. Turner. “We had to create a more seamless, less frustrating process and counter the perception that there would be an increase in the amount of time required.” When relying on transcription, providers didn’t necessarily feel the upfront burden of capturing the patient story. However,

they would ultimately be left trying to remember and correct details when reviewing the documentation days later. According to Dr. Turner, “That time and those clicks add up fast. It may take a little more time to get everything done initially but doing so makes it possible to completely eliminate those time-consuming downstream review and repair steps.”

While Nuance and a competitive technology both offered integration with the organization’s Cerner EMR, it was Dragon Medical One’s accuracy and ease of use that sold the Mosaic team. “We found and tested another technology that we considered good enough,” said Dr. Turner. “But when we piloted Dragon Medical One, our early adopters noted how easy it was to use—with high accuracy right out of the gate.” Since implementation, the solution consistently performs at greater than 99.8% accuracy on random audits.

In addition to Dragon Medical One, Mosaic also implemented PowerMic Mobile, a secure mobile app that allows providers to use their smartphone as a wireless microphone—turning any workstation into a dictation station. PowerMic Mobile offers Mosaic providers the freedom and flexibility to document notes from the hospital, clinic or home.

The financial factors

Like many hospitals, Mosaic already had their Cerner EMR in place to centralize documentation, problem lists, and more. With Dragon Medical One, the team captures patient information and makes real-time updates directly in the EMR—two to three days sooner than with transcribed documentation—speeding the billing process and improving financial revenue cycles.

Additionally, if a problem list coding does not align with a billing submission, it can result in inadequate reimbursement levels that do not reflect the actual care delivered. Dragon Medical One helps mitigate the risk for this type of payment variability. “Twenty years ago, this didn’t matter—as long as all the codes were captured, payments were processed,” said Brennan Lehman,

“This is the first project in 15 years where I’ve had doctors coming to me asking when they can sign up—so I’m confident we’ll see a boost in adoption and even better results moving forward.”

Brennan Lehman
Chief Information Officer
Mosaic

Chief Information Officer at Mosaic, “Now, the order makes a real difference. When you document from memory, human errors are inevitable.” Instead of fixing these mistakes after the fact, providers are preventing the problem when Nuance keeps documentation in lockstep with providers.

Delivering results

Since implementing the solution, provider same-day documentation rates increased from 26% to 75%, making high-quality information available much faster. “This helps everything else that depends on documentation run smoother,” said Mr. Lehman. “Whether it’s expediting care, offering patients more immediate access to their records, or supporting our billing processes—the sooner documentation is complete, the better.”

The Mosaic team is on track to drastically reduce their reliance on transcription. During the first nine months alone, the organization eliminated \$187,000 in transcription costs. The organization projects a sharp increase in these savings as even more providers adopt speech recognition.

According to Mr. Lehman, “These are just the early indicators of success.” The team did not mandate adoption and instead, opted for a gradual deployment to ensure support resources were properly in place and to give providers time to adjust. “Our initial results are very good,” said Mr. Lehman, “But this is the first project in 15 years where I’ve had doctors coming to me asking when they can sign up—so I’m confident we’ll see a boost in adoption and even better results moving forward.”

Committed to ongoing success

Providers new to Mosaic are automatically set up to use Dragon Medical One to capture patient notes. The organization incentivized providers using transcription with one-time bonus payments awarded after converting to speech recognition. “We feel it is important to recognize their cooperation and offer them a share in the resulting savings,” said Dr. Turner. To further promote the transition, Mosaic is making ongoing investments to upgrade provider mobile devices with more memory to improve connectivity and reduce lag time.

“We are committed to helping our providers do what they do best—practice medicine,” said Mr. Lehman. “Their time and energy should be dedicated to caring for patients. In an ideal state, I’d like to get to the point where a physician never has to touch a keyboard at all.”

About Nuance Communications, Inc.

Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#), [LinkedIn](#), and [Facebook](#).