



PowerScribe®

Dictaphone PowerScribe® Workstation Gives ED Physicians At **St. Francis Health Center** The Tools They Need To Be More Productive—Reducing Costs and Improving Report Quality.

Physicians in the Emergency Department at Saint Francis Health Center, Topeka, Kansas, have taken a new approach to patient documentation with dramatic results—from reducing costs and improving reimbursement, to enhancing the speed of access and quality of the information they provide to area physicians.

President of Topeka Emergency Care P.A., the corporation that staffs St. Francis' Emergency Department, and practicing ED physician, Dr. Jeffery Martin takes the productivity of this staff of 10 Physicians and 6 Physician Mid-Level providers seriously. His primary goal is to provide his physicians with the tools they need to provide top-notch services to the ED's 46,000 patients annually, and to the many area physicians who rely on his team for an effective exchange of information needed to provide post-trauma care.

Greater Control For Physicians

Dr. Martin places high importance on quality documentation, and in conjunction with St. Francis, has equipped his ED staff with Dictaphone's PowerScribe® Workstation, a speech recognition solution that offers physicians enhanced control over the creation of patient reports. Through real-time dictation, speech recognition, review, and electronic signature, St. Francis' Emergency Department physicians are now able to document the patient encounter all in one efficient step. This process of speech recognition-driven physician self-documentation is beginning to become commonly known as "once-and-done" dictation.

The Saint Francis Health Center's ED has been using the PowerScribe Workstation to manage 100% of its patient documentation since the system was installed 18 months ago. The result was a significant reduction in transcription costs, since the system bypasses the transcription step completely, by automatically converting spoken dictation to text. But, cost reduction is only part of the gain as far as Dr. Martin is concerned.

Highlights

- 16 physician emergency department.
- 46,000 reports annually.
- Physician self-documentation has eliminated transcription costs.
- Offers providers time-savings and more complete documentation for enhanced risk management/reimbursement.



Dr. Jeffery Martin, President of T.E.C. P.A., the corporation managing St. Francis ED

Cost Savings 60-80%

“Clearly, there was an immediate cost benefit to St. Francis. When you do away with 60-80% of the transcription costs associated with 46,000 reports dictated annually, and then further reduce staff time managing paper flow, that’s very real,” said Dr. Martin. “A typical transcribed page can cost between four to seven dollars. With a system that can be automated, allowing direct input into the health information system, the cost goes down well below two-dollars per document,” Martin elaborated.

Physician Self-Completion/Electronic Signature For Less Paper Flow

The process at St. Francis Medical Center is simple—physicians in follow-up to patient visits access the PowerScribe Workstation located in core areas of the ED. Using a familiar dictation-style hand microphone, the doctors dictate the details of the patient encounter to the PC-workstation. Then, without having to touch a keyboard, their text report is presented to them on-screen for immediate review. If edits or changes are desired the physician has the choice of making them via the PC keyboard, or even more fluidly, through the use of voice commands and spoken edits.

Completed reports are then electronically signed and automatically uploaded to the HIS system. “In the past, you could come back to your shift and have to face a stack of transcribed reports that needed review and signature. With PowerScribe the entire report review and signature process can be completed in a single mouse click,” Martin commented.

“PowerScribe delivers a very tangible benefit in reduced paper flow time between physicians and Medical Records, which makes doctors happier, and is a big cost saving to the hospital,” Martin said. “There was always the lag time between when a report was dictated and when it finally got to the physician and was signed. The ability to, in one session, dictate, review, and sign the report brings with it many advantages, from more timely and accurate reporting, to reduced liability and faster reimbursement.”

Report Normals/Templates Save Physicians Time

While the PowerScribe Workstation offers the potential to save hundreds-of-thousands of dollars in medical record costs, that savings does not come at the expense of increased physician time—far from it. One of the biggest speech recognition time-savers is the ability of physicians to use standard text blocks as well as templates for frequently dictated reports. These shortcuts can be created for individual physicians or for group use.

Normal reports offer variable form-fill-in options, e.g., “left/right”, and PowerScribe Workstation also lets physicians easily insert “standard text” into any report. Physicians can navigate a report, invoke “Normals” and “standard text”, and select words or phrases and make edits, all with voice.

Dr. Martin points out that, “By bringing physicians to the PC, we’ve given them access to a new set of tools to help make them more efficient, and actually reduce the time they spend dictating. PowerScribe Workstation’s templates and normal

“With PowerScribe the entire report review and signature process can be completed in a single mouse click...”

reports offer many benefits beyond the obvious time savings. Two areas of importance are risk management and more complete billing. Standardized reports go a long way in achieving these process improvements.”



Dr. James Lasseter uses PowerScribe Workstation to dictate 100% of his reports

Preserving The Narrative Sense Of What Happened

Many ED's rely on paper forms or electronic medical record templates for documentation, with the result often times being less than adequate detail provided to primary care physicians, and potential exposure to future risk and incomplete billing from insufficient information.

“In assessing the PowerScribe Workstation we also considered a variety of ‘point and click’ documentation tools,” Martin said. He feels that, “EMR's have been accepted by some physicians and thrown out by others.” “We concluded that

Challenge: How to increase physician productivity and reduce documentation costs, while providing valuable narrative report detail to primary-care physicians from ED reports.

Strategy: Implement Dictaphone's PowerScribe® Workstation speech recognition solution giving physicians greater control through self-documentation, while leveraging report Normals/Templates to assure reporting ease, consistency, and completeness.

Results: 100% ED physician utilization, zero departmental reliance on third-party transcription with reduced HIM/physician paperwork management through real-time report dictation, completion, and electronic signature.

‘drop-down’ systems lack the ability to effectively incorporate a narrative sense of what happened, and that PowerScribe Workstation let us continue to dictate as we always have, while giving us that report detail,” Martin indicated. “Our local doctors seem to be appreciative too, as our reports contain the detail they are looking for.”

Just What The Doctor Ordered

Martin sees Dictaphone PowerScribe Workstation as an effective blend of physician productivity tools and once-and-done dictation control. This, combined with the ability to capture more detailed and complete patient information, while reducing documentation costs and risk, and enhancing care and service, leads Martin to conclude that, “PowerScribe is a powerful tool for any emergency medical application.”

For product information please visit Dictaphone Healthcare Solutions at www.nuance.com/dictaphone or call 888-350-4836.

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