



PowerScribe®

Crozer-Keystone Health System Chooses Dictaphone PowerScribe® Speech Recognition for its Proven Track-Record in Reducing Costs and Radiologist Dictation Time.

Today, 35 Radiologists throughout Crozer-Keystone Health System's network are using Dictaphone PowerScribe® Speech Recognition from Nuance to dictate and self-complete over 300,000 reports a year. Using this technology has brought a significant reduction in report turnaround times and more than \$700,000 in annual transcription cost savings.

Crozer-Keystone is a well-integrated healthcare delivery system that has placed high importance on the marriage of technology and people to improve patient care. So it should come as no surprise that when Crozer-Keystone began their exploration of Speech Recognition technology they decided on Dictaphone's PowerScribe system from Nuance as a means of improving the productivity of their physicians and enhancing delivery of information to patients.

Our Product Is The Completed Report

Dr. Joseph Stock, Chairman, Radiology, indicated that Crozer-Keystone's past dictation system, which relied heavily on outside transcription, posed service issues in delivering reports to physicians. "Our product is the report, and the bottom line is that doctors want to see that report, and they want to see it fast," he said. "We were simply not living up to that expectation." "Speech Recognition has allowed us to now deliver a significantly more timely report by eliminating a number of steps in the process, while taking a great deal of cost out of the equation," Stock said. "And the ROI is so significant and quick, versus even a PACS implementation as a comparison. Speech Recognition's ROI is much more direct in that it removes substantial labor, and puts Radiologists in greater control of the report process," he went on to indicate.

Highlights

- Large regional medical center with over 1,000 physicians.
- 35 Radiologists use PowerScribe to dictate 300,000 exams a year.
- Reporting delays of as much as 72 hours reduced to minutes through Radiologist self-completion.
- Eliminated \$700,000 in annual outside transcription costs.
- The system pays for itself in under one year of use.



With more than 1,100 physicians and 7,100 total employees located across four hospitals and other related medical centers, Crozer-Keystone Health System is a significant provider of health care throughout Delaware County Pennsylvania, northern Delaware, and parts of western New Jersey. The health system comprises five hospitals, including Delaware County Memorial Hospital, Springfield Hospital, Crozer-Chester Medical Center, Community Hospital, and Taylor Hospital, as well as a comprehensive physician network of primary-care and specialty practices. The health system became one of only six health care organizations in the nation to be honored with a VHA Leadership Award, which the health system earned for its Evidence-Based Medicine Program.

Legacy System—No Alternatives to Slow & Costly Reporting

Crozer-Keystone was utilizing a traditional dictation system from a vendor other than Dictaphone, and the majority of dictated reports were being sent to an outside transcription service for typing. They were often frustrated by report completion times that could exceed 48 hours and in some instances could lag by weeks. “We were plagued by inherent time-delays in the process, and we were paying significant amounts of money for a less than optimum result,” said Don Reed, Director of Technology/Information Security Officer.

“Our legacy system did not offer the ability to implement Speech Recognition on that platform,” Reed said. “As we evaluated alternative systems, we saw that Dictaphone had

real successes and a proven track record with PowerScribe. We were immediately attracted by the opportunity Speech Recognition offered in taking time and cost out of our documentation process. Another benefit that was not initially evident was security. The PowerScribe Workstation, by letting Radiologists dictate and sign reports without having to hand them off to another person, really helped in maintaining the security of protected health information,” Reed added.

Fast & Efficient Speech Recognition Implementation

Don Reed outlines a very straightforward and efficient implementation plan for PowerScribe: “We went live very quickly and were impressed with Dictaphone’s training and support. It can’t be overstated how important it is to work with a team who has been through an implementation of this type many times before, and Dictaphone’s Professional Services organization of field engineers and trainers provided that needed experience,” he emphasized.

Physician adoption was equally fast, driven, Reed feels, by Radiologists’ desire to embrace a new methodology that would ease a great deal of the logistics of past paper flow, while offering better, faster, and more readily available diagnostic information to providers. “Our adoption rate by physician’s was quite rapid; within a matter of weeks, 80% of our Radiologists were using PowerScribe to create their reports.”

Richard Taxon, the department’s Vice-Chairman, points to the teamwork and commitment needed to bring about such adoption and change. “I believe we were successful in our PowerScribe implementation because we had a knowledgeable hospital administration, a dedicated ‘physician champion’ on the project, and good training and support from Dictaphone,” he said. “As well, Radiologists demonstrated a willingness to move forward in embracing this technology as a way to improve service and responsiveness.”

Reed indicated that from an IT perspective, PowerScribe easily integrated with Crozer-Keystone’s DR Systems PACS and

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Siemens Radiology Information System. “We realized added benefits in the ability to integrate PowerScribe and further automate our other systems, while electronically delivering reports faster to our physician community. Additionally, the PowerScribe system’s Microsoft®-based platform was very stable, reliable and user friendly,” Reed noted.



Dr. Joseph Stock, Chairman, Radiology

Radiologists in Greater Control

Dictaphone’s PowerScribe Workstation brings together highly accurate speech recognition software and powerful physician self-editing tools to help healthcare organizations realize substantial productivity gains in the radiological reporting and transcription process. Radiologists dictate using a specially designed hand-held microphone, self-complete recognized text, and electronically sign reports from any Internet-connected PC.

Challenge: Legacy dictation system could not accommodate the move to Speech Recognition, and combined with reliance on outside transcription, was causing less than optimum report completion times and high costs.

Strategy: Implement Dictaphone’s PowerScribe for Radiology Speech Recognition solution, integrated with the facility’s PACS and RIS, allowing near immediate Radiologist report completion and electronic availability of reports to referring physicians.

Results: \$700,000 annual transcription savings, reduced Radiologist dictation time, and reduction in report turnaround from hours and days, to a matter of minutes.

“Radiologist self-correction of reports has a very positive implication for patient care in that the turnaround is instant,” noted Vice-Chairman Taxon. “Before PowerScribe, there was no way to forecast when a report was going to be typed, signed, and delivered,” he said.

Chairman Stock elaborates on the added control provided to Radiologists, and on Crozer-Keystone’s “report is our product” concept. “Clearly, today we’re delivering a faster and better product in the form of the self-completed diagnostic report, and in an electronic form that is more accessible to the doctor.”

Once & Done Report Efficiencies

Dr. John Bonovita, a proficient PowerScribe user, outlines other very tangible gains that have resulted from the department’s ability to now stay current with report production. “The number of requests for ‘STAT’ reports have significantly diminished, as most physicians now know that they are going to get the report right away,” he said. “Certainly from a patient care perspective, and in our relationship with our clinicians, it has made a huge difference as they are no longer waiting days for reports.”

In addition to faster, more efficient reporting, Dr. Bonovita points to another important by-product of “once and done”

Radiologist reporting: improved accuracy. “Often, we didn’t have time to carefully read reports after transcription. With hundreds of reports to view each night, you could never review every report. Now, with PowerScribe, the report is dictated, reviewed, and signed, and you’re done with it, knowing that it’s complete, comprehensive, and accurate,” commented Dr. Bonovita.

of procedures, and have helped organize my thinking, to assure that I don’t miss things when dictating the report.”

The combination of free-form speech recognition and the added flexibility of standard text “shortcuts” and “templates” results in a significant reduction in Radiologist dictation time.

An Eye To The Future

Based on the success of their PowerScribe implementation in terms of cost savings and enhanced service to physicians and patients, Crozer-Keystone is in the process of further rolling-out Speech Recognition to additional Radiologists throughout their health network.

At the same time, driven by Radiologist’s willingness to adopt this new technology, the organization is actively developing additional templates and other dictation shortcuts in a continuing focus on speeding up their reporting and optimizing personal productivity gains.

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

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Richard Taxon, Vice-Chairman, Radiology

Templates and Normals Cut Dictation Time

Dictaphone Speech Recognition from Nuance goes beyond transcription efficiencies, and actually works to reduce Radiologist’s dictation time by offering the ability to create and use templates and report “Normals” for frequent and recurring studies. Entire blocks of standard report text are easily invoked through short trigger words and voice commands, while form fill-in capabilities can be activated through simple microphone commands and voice input. With PowerScribe, users at Crozer-Keystone can also save recognized text on the fly as standard text blocks via a simple “drag and drop” procedure.

The use of templates also helps to improve report accuracy and consistency, as physicians are prompted to include all pertinent information on an encounter. “It’s as if the report already exists”, indicates Dr. Bonovita in describing his use of report templates. “For me, templates provide a check list

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The experience speaks for itself™