



## EXSpeech®

**Advanced Healthcare** Brings Dictaphone EXSpeech® Recognition To Over 100 Physicians, Reducing Average Report Turnaround Time To Less Than 24 Hours And Stabilizing Growing Costs.

**Advanced Healthcare, Milwaukee, WI, recently implemented Dictaphone EXSpeech® Recognition from Nuance, cutting report turnaround times from days and weeks to under 24 hours. Prior to implementation, Advanced Healthcare was experiencing rising transcription costs, as well as delayed report turnaround times, as their team of 41 transcriptionists was hard pressed to keep up with a growing volume of 7.2 million lines a year. Attempts to remedy these issues included mandatory overtime for transcriptionists and restricted vacation times. A once burdensome workload has now been alleviated through substantial transcriptionist productivity improvements made possible by EXSpeech® Recognition.**

### Speech Recognition Seen as Best Solution to Attack Report Backlogs

“Historically, we had a hard time managing backlog; we’d have spikes; we’d be as much as 2 weeks behind in some cases, which was totally unacceptable to our physicians,” said Carol Weishar, Director of Medical Information and Transcription. “In addition, we had our transcriptionists working 5 hours of mandatory overtime per week which got old for them, got old for us, and got very expensive,” Weishar pointed out. Furthermore, Advanced Healthcare operates in an electronic medical record environment which was not conducive to transcription outsourcing. Weishar mentioned that when Advanced did outsource they were unhappy with the outcome. Seeking to maximize the capabilities of their own transcription team, Advanced sought an internal solution centering upon Dictaphone’s EXSpeech® Recognition.

### Remarkable Productivity Increases for Transcriptionists

The output gains from speech recognition report editing and the use of specialized transcription short-cuts have been realized across the department. “Some transcriptionists who have struggled at 70 or 80 lines per hour have been producing 140 or 150 routinely,” indicates Carol Weishar. “Some high

### Highlights

- Over 100 physicians using EXSpeech®
- 75% of departmental workload currently being handled through EXSpeech®
- Report turnaround time has been reduced from as much as 2 weeks in some cases, to 24 hours routinely
- Since implementation transcriptionists consistently attain 35% productivity gains
- Selected lower performing transcriptionists are nearly doubling output
- Transcriptionist overtime has been completely eliminated



**Carol Weishar, Director of Medical Information and Transcription**

producers who were already at 200 lines per hour are producing 50 or 60 more lines per hour with EXSpeech.” Transcription productivity gains at Advanced Healthcare have been 35% overall, which have translated into quicker turnaround times, overtime elimination and a less strenuous work environment for transcriptionists.

### Positive Physician Response

Prior to implementing EXSpeech, physicians at Advanced Healthcare were experiencing the adverse affects of delayed report completion. Today, they are impressed with the increase in productivity they are seeing. “Some physicians are very surprised; they go see a patient, and very shortly following the patient visit the note is there waiting for them, which is a real benefit,” said Tami Viesselmann, Transcription Senior Support Specialist. The benefits have been gained with little if any adjustment to dictation styles, as doctors are able to continue to utilize familiar telephone-based dictation input. Some physicians at Advanced Healthcare are also using GoMD™ PDA-based mobile digital devices for voice input. EXSpeech also supports voice input from a PC-based microphone, which offers physicians yet another viable dictation option.

### Laying the Groundwork for Success

Weishar set the stage for success even before implementation. She started by conveying to management what they were trying to accomplish with EXSpeech. “Management, and the transcription team overall, needs to buy into the concept of speech recognition. It’s important that they don’t see the technology as eliminating their department; it’s simply another tool to help manage dictation volumes.” Weishar and her management team communicated to transcriptionists the key reasons behind implementing EXSpeech, and also emphasized the particular benefits the transcription team would enjoy upon a successful implementation.

Advanced Healthcare placed a good deal of importance on limiting the impact of speech recognition deployment on the transcription staff as well as on physicians. “We didn’t ask physicians to do anything different in order to initially get them on board,” said Weishar. “As for the transcriptionists, we selected a small group with varied experience to take part in the initial rollout, then were able to quickly train additional staff.”

The initial group chosen to transition from typing to editing experienced a learning curve, but by the time the majority of transcriptionists began editing, adaptation was surprisingly rapid.

### Supportive Implementation Environment Speeds Ramp

Dictaphone’s Professional Services team supported Advanced Healthcare throughout the implementation of the system. Dictaphone Application Training Specialists (ATS) and Project Management staff orchestrated the entire ramp-up process by setting deadlines and keeping Advanced on track in order to meet goals. ATS provided group training and support to the transcription team which proved to be extremely beneficial. As a result of such a supportive implementation environment, Tami Viesselmann recommends, “Roll out speech recognition to as many physicians as possible, as fast as possible.”

*“Our turnaround time is just fantastic right now...”*

Advanced Healthcare has taken this strategy to heart with nearly three-quarters of the organization’s transcription volume now being processed through speech recognition. EXSpeech has become a key production tool in the department.

### **EXSpeech® Optimizes Transcription Editing**

The solid results seen at Advanced Healthcare are gained through proven speech recognition technology specialized for broad medical applications, combined with a variety of unique features developed specifically for high-efficiency transcriptionist editing. “We have some physicians who are getting very, very good recognition, and there’s hardly any editing at all,” noted Viesselmann. For those documents which require post-recognition attention, EXSpeech provides superior editing capabilities. Through the conversion of voice to text, less keyboarding is required, and Viesselmann explains that “There’s less fatigue on the hands.”

Rapid report completion is possible through specialized formatting and editing tools. The accuracy and ease of editing is further enhanced by a synchronized voice and text playback feature that lets editors simultaneously listen to dictation while matching recognized text is highlighted on-screen. The tight voice and text linkage lets transcriptionists drop the cursor at any point in the document and audio will play from that point on. Another productivity enhancement of EXSpeech is “Magic” Editing Keys which allow a transcriptionist to edit on-the-fly. This feature includes keystrokes that allow automatic punctuation to be inserted on the fly with appropriate formatting.

**Organization:** Advanced Healthcare is a multi-specialty ambulatory care facility comprised of 14 clinics, 3 surgery centers and 250 physicians.

**Challenge:** How to accommodate growing dictation volume in-house while reducing costs, and maintaining report quality.

**Strategy:** Implement Dictaphone’s EXSpeech® enterprise-wide speech recognition solution as part of an integrated workflow plan. Steadily expand usage to nearly half of the physician population.

**Results:** Substantial productivity gains averaging 35% across all transcriptionists. Turnaround time reduced from as much as 2 weeks in some cases, to 24 hours. Satisfaction evident from transcription team, physicians, and administration.

Clearly, Advanced Healthcare has realized the true benefits associated with Dictaphone’s speech recognition technology. “It’s a lot faster to look at a document and listen than to type, because typing takes twice as long, I would say,” noted Viesselmann.

### **Looking Ahead**

Advanced can finally breathe a sigh of relief knowing that their documentation turnaround and rising costs are under control. “We have totally eliminated overtime, which is huge for us,” Weishar concludes. Tami Viesselmann concurs, “Our turnaround time is just fantastic right now.”

Advanced Healthcare looks forward to even more productivity gains in the future as they continue to roll-out speech recognition to their broader physician population as appropriate, and to add transcriptionist editors to meet this growing dictation volume.

**For product information please visit Dictaphone Healthcare Solutions at [www.nuance.com/dictaphone](http://www.nuance.com/dictaphone) or call 888-350-4836.**

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