



EXSpeech®

300 Physicians at **Dean Health System** Use Dictaphone EXSpeech® Recognition to Reduce Transcription Costs and Manage Transcription Volume

Dean Health System, Madison, WI, elected to implement Dictaphone EXSpeech® Recognition from Nuance, reducing transcription costs and minimizing impact on the dictation styles of their physicians. Like many other health systems, Dean was struggling to stay within their transcription budget as report demands intensified. They knew a solution needed to be found in which transcriptionist productivity could be optimized. Of the 75 transcriptionists and 600 providers at Dean Health System, a team of 40 transcriptionists now edits reports for approximately 300 dictators via EXSpeech, resulting in remarkable transcription cost savings, and a drastic reduction in transcription outsourcing. EXSpeech has induced productivity gains for transcriptionists averaging 53%, with some individuals reaching 146%.

Dictaphone Speech Recognition – A Logical Choice

Faced with rising transcription costs and volume, management at Dean “knew a solution needed to be found,” said Laura Cantrall, Health Information Supervisor for Transcription and Abstraction. When Speech Recognition solutions were first released into the healthcare market, Dean was enticed, but a bit hesitant to become an early adopter. As Dictaphone’s installed base grew substantially, Dean decided to seize the opportunity to implement a proven Speech Recognition solution which did not require physicians to change their dictating styles. Prior to implementation, Dean had first hand experience with Dictaphone’s EXVoice® dictation system, as well as Dictaphone’s EXText® transcription system. Of all dictation and transcription vendors, “Dictaphone’s service has been the best,” mentioned Cantrall. Due to Dean’s positive experience with Dictaphone Cantrall feels that, “Purchasing Speech Recognition from Dictaphone is a logical choice.”

Highlights

- 300 physicians using Speech Recognition, whose work is currently being edited by 40 transcriptionists
- Transcription productivity gains averaging 53% overall, with individuals as high as 146%
- Transcriptionists are editing approximately 20,000 reports per month
- Currently, Dean is \$340,000 under annual transcription outsourcing budget



Laura Cantrall, Health Information Supervisor for Transcription and Abstraction

Eager Adoption Results in Substantial Productivity Gains

Dean has realized substantial gains from the functionality EXSpeech's background recognition approach offers, which transforms transcriptionists into editors armed with sophisticated report editing tools and specialized completion shortcuts. Transcriptionists at Dean are currently editing approximately 20,000 reports per month with EXSpeech. An overall transcription productivity gain averaging 53% has been attained, with some traditionally weaker transcriptionists realizing gains of up to 146%. "With the difficulties of finding qualified medical transcriptionists, EXSpeech has allowed us to do more with less staff," noted Cantrall. Productivity gains have translated into impressive cost savings in terms of transcription labor, and have also alleviated demands on the HR department, resulting in additional cost savings for Dean Health System.

Ramping Up For Success

Dean first launched EXSpeech to 40 dictators and 10 transcriptionists. These users became quickly acclimated to the system, and productivity improvements were rapid. The number of EXSpeech users has surged to over 300 current draft dictators and 40 transcriptionists. Physicians from 20 specialties, ranging from general medicine to psychiatry, are using EXSpeech to generate numerous worktypes including Progress Notes, H&P's, and Consultations.

"Purchasing Speech Recognition from Dictaphone is a logical choice."

As part of the ramp-up process, Dictaphone interfaced EXSpeech with Dean's Electronic Medical Record software from Epic Systems. Cantrall believes that the convenience resulting from coupling the two systems has greatly contributed to the drastic reduction in transcription cost. "With the use of these two systems, our annual transcription outsourcing costs are \$340,000 under budget so far," Cantrall noted.

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Evident Physician Satisfaction

Dean was very concerned about the impact a new transcription solution would have on physicians. According to Cantrall, "We are happy with speech, and the majority of physicians didn't have to make any adjustments to their dictation styles which they are so accustomed to." Physicians utilize familiar telephony-based dictation input, which is crucial since 90% of physicians at Dean dictate into a phone. Some are also using mobile dictation such as Dictaphone's GoMD™ PDA-based digital recorders. EXSpeech also offers physicians the option of using a PC-based microphone for voice input.

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Optimal Transcription Productivity Tools Please Transcriptionists

Due to the extremely accurate nature of Dictaphone’s Speech Recognition engine, not all reports require editing. For those documents which require post-recognition attention, EXSpeech provides numerous advanced editing tools, including a corresponding voice and text playback feature that allows editors to concurrently listen to dictation while matching recognized text is highlighted on the PC monitor. This succinct voice and text linkage allows transcriptionists to drop the cursor at any point in the document triggering audio to play from the specified point on. EXSpeech requires significantly less keyboarding than traditional transcription, made possible in part by “Magic” Editing Keys which enable editing on-the-fly. Commands, such as inserting automatic punctuation on-the-fly, can easily be implemented, which result in automatic appropriate formatting.

Due to these valuable productivity characteristics of EXSpeech, Cantrall indicates that, “Transcriptionist who currently edit wouldn’t go back to typing.” According to Celia Fine, Quality Analyst and Speech Lead, since EXSpeech was implemented, “Transcriptionists are experiencing increased enjoyment and more comfort while working.”

Organization: Dean Health System is a multi-specialty integrated delivery healthcare organization with facilities in 30 locations throughout the Madison, Wisconsin area.

Challenge: How to accommodate a growing dictation volume and conquer rising transcription costs while minimizing impact on physicians — all by implementing one comprehensive solution.

Strategy: Implement Dictaphone’s EXSpeech® enterprise-wide Speech Recognition solution. Initially roll-out Speech Recognition to 40 physicians, and continue to add physicians soon after implementation.

Results: Productivity gains averaging 53% across all transcriptionists, with some individuals attaining 146% gains. Transcription cost was significantly reduced.

Future Plans

Dean has successfully conquered their dilemmas regarding rising transcription costs and transcription labor shortages. Cantrall emphasizes that the top two benefits stemming from implementing EXSpeech are certainly time and monetary savings. In order to further capitalize on their investment, Dean plans to add 20 more editors, which will in turn increase the volume of reports which are edited rather than typed. That strategy will undoubtedly lead to even more positive results regarding transcription cost reduction, transcription labor management, and report volume management at Dean Health System.

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

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