

PowerScribe®

St. Tammany Parish Hospital Relies on Dictaphone® PowerScribe® Speech Recognition from Nuance to Manage Increasing Demands on their Radiology Department

St. Tammany Parish Hospital, Covington, LA, is a 300 bed community hospital which has recently experienced a major expansion of nearly 100 beds. In order to accommodate the rapid growth in patient reporting that followed, while compressing radiology report turnaround times, an effective solution needed to be implemented. Dictaphone PowerScribe proved to be the answer.

Lagging Report Turnaround Time Needed to Be Remedied

Like many healthcare organizations, St. Tammany Parish was rapidly expanding in a very short amount of time. Consequently, radiology report turnaround time suffered, averaging between 24 and 48 hours. “Unfortunately, the transcriptionists weren’t at the efficiency they needed to be, and the clinicians were unhappy,” said Belinda Lockhart, St. Tammany’s Administrator & Support Coordinator for PowerScribe.

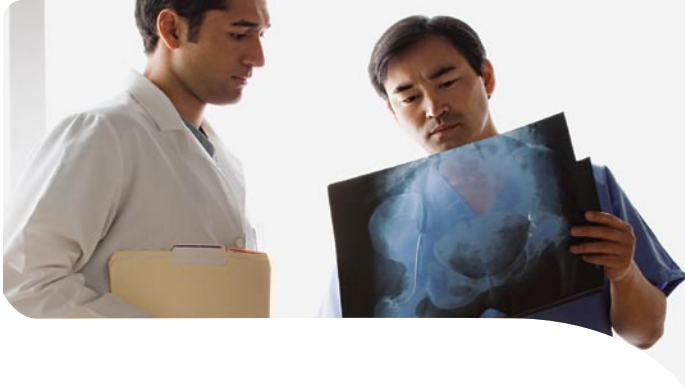
Management engaged a task force to examine the issue. Speech recognition quickly emerged as the best path to take toward shortening the turnaround cycle, and several vendors were carefully considered. Lockhart explains that, in the end, “PowerScribe was the solution that we chose because of its reputation; it had the best reputation of all.” An outgrowth of the analysis was the determination that, in addition to decreasing report turnaround time, significant savings could be attained by eliminating transcription labor costs. This notion solidified the decision to implement PowerScribe.

PowerScribe Launch: The Complete Self-Edit Strategy

Prior to launching PowerScribe, management asked the six radiologists at St. Tammany to agree to edit 100% of their own speech-recognized reports, rather than have the completion step delegated to a transcriptionist.

Highlights

- Average turnaround time has decreased from over 24-48 hours to 1-4 hours
- 100% of nearly 90,000 annual radiology reports are self-edited
- Attained ROI in less than one year
- Radiology department has become “well-respected” once again by providing excellent service to referring physicians
- Facility has implemented enterprise-wide speech recognition along with speech recognition for radiology



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This strategy has been employed effectively at a number of PowerScribe sites, but it can be controversial at first. “The radiologists did want to fight it in the beginning,” mentioned Lockhart. “I heard things like ‘I didn’t go to school to be a transcriptionist.’”

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However, a focus on the comparative processes of traditional dictation and speech recognition made the rationale clear. The traditional method encompassed the radiologists reading films, dictating, sending their dictation to transcription, waiting (often days) for transcription to type the report, making corrections, sending corrections (via fax) back to transcription, and finally signing off on the report. As described by Lockhart, instead of participating in this laborious sequence of events, with PowerScribe “Radiologists can dictate, review and sign the reports, and they are done.” Lockhart continued, “We collectively agreed that this was the best option, and the launch went smoothly.”

Within three weeks of PowerScribe going live, all radiologists were successfully self-editing their reports. “As soon as they

realized how easy it was, they were very, very pleased with it,” said Lockhart. Within a short amount of time, it was clear to the radiologists that they no longer would have to field calls from referring physicians inquiring about reports “stuck” in transcription. The lack of interruptions assures radiologists that they are able to work at optimum efficiency.

Dictaphone’s Application Training Specialists offered radiologists the training they needed in order to be successful. Dictaphone’s team of PowerScribe experts has also provided ongoing exceptional support. “The support that we’ve received with PowerScribe has been outstanding,” said Lockhart.

Rapid Results

Soon after implementation, radiology report turnaround time at St. Tammany, traditionally averaging 24-48 hours, plummeted to 1-4 hours. “Everybody was very pleased with this,” stated Lockhart. “When you’re in a healthcare facility patients come first; you have to have your results immediately.” Six radiologists now efficiently generate nearly 90,000 reports annually via PowerScribe, eliminating the need for transcriptionists. Three FTEs were eliminated from the radiology department’s tran-

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scription budget, enabling a return on investment in less than one year.

Clinicians in the St. Tammany Parish community were ecstatic with the rapid improvement in turnaround time attained with PowerScribe, a stark contrast to their skepticism prior to implementation. “The clinicians thought we were wasting our money at first,” said Lockhart. “Once the system was up and running, and once the radiology results were automatically faxed to the clinicians’ offices and units within minutes, the clinicians suddenly realized that ‘this is a great system’. Radiology is once again one of the respected departments in the hospital,” Lockhart stated.

Expanding Speech Recognition to the Rest of the Hospital

Due to the successes attained with PowerScribe in radiology, St. Tammany has decided to bring the benefits of speech recognition to the rest of the enterprise. Recently, the hospital adopted Dictaphone iChart® Speech Recognition from Nuance for their Health Information Management department. iChart allows St. Tammany to utilize front end (provider driven) as well as back end (transcriptionist assisted) speech recognition. iChart constitutes a comprehensive ASP-based service which offers a low risk transition from a traditional patient documentation production system to a highly sophisticated enterprise-wide speech recognition solution. iChart, priced on a transactional basis, offers a unique window into line

Challenge: How to cope with rapid hospital growth and increasing radiology report turnaround time while keeping report costs under control.

Strategy: Implement PowerScribe® Speech Recognition in 100% self edit mode to all radiologists.

Results: Entire radiology department edits 100% of their reports with PowerScribe, equating to nearly 90,000 reports annually. Average report turnaround time has reduced from 24-48 hours to 1-4 hours. ROI was attained in less than one year by eliminating need for transcriptionists.

counting and transcription productivity, facilitating immediate cost savings for healthcare organizations, with no need to make a large capital purchase upfront.

The decision to standardize on Dictaphone Speech Recognition at St. Tammany brings about not only a reduction in average report turnaround time and cost savings, it also may lead to an increase in the overall quality of patient care, which is certainly invaluable.

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

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