



EXSpeech®

AthletiCo Rehabilitation Fitness & Performance Group
Gets Their Patient Documentation In Top Condition With
Dictaphone EXSpeech® Recognition.

With a roster of well-known clients that includes the Chicago Bears, Blackhawks, Sky, Bulls, and White Sox, along with Big Ten Basketball, Illinois PGA, U.S. Soccer, high schools, colleges, and the area's finest dance companies, AthletiCo offers a wide-range of personalized outpatient physical therapy and orthopedic rehabilitation services from their more than 34 facilities throughout the Chicago Metro area.

Since 1991, AthletiCo has developed a reputation for top-notch patient care, which has driven rapid growth, especially in its outpatient physical therapy and rehabilitative services. Their staff of physical and occupational therapists, athletic trainers, and performance enhancement specialists promote the prevention, care and rehabilitation of orthopedic, sports, and occupational injuries and conditions.

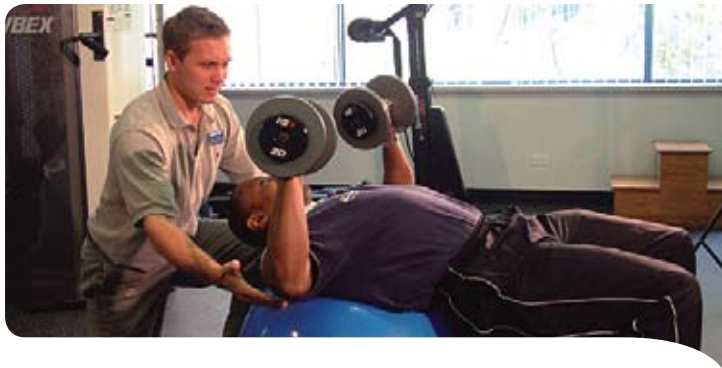
Speech Recognition Key To Improved Service

AthletiCo has consistently invested in the latest medical equipment and facilities. With the recent implementation of Dictaphone EXSpeech® recognition system, the group added patient reporting to its list of productive and rewarding investments.

"While we're very proud to be associated with some of the region's top professional and college teams, much of our growth has been in the area of personal physical and occupational therapy. The majority of these patients are coming from recommendations from current patients and through direct physician referrals," said Mark Kaufman, President and Owner, AthletiCo. "As a result, customer satisfaction is critical to our success, and we have found that Dictaphone speech recognition technology has offered a proven method of helping us to communicate with patients and physicians faster and more effectively."

Highlights

- Nearly 300 physical therapists, occupational therapists and athletic trainers are now using EXSpeech®
- Several dictators are using Dictaphone GoMD™ PDA-based mobile dictation input devices in a wireless environment
- Transcription productivity gains as high as 55%-averaging 41%.
- Report turnaround time has decreased from 1-2 weeks to less than 24 Hours on average
- Priority reports are currently being produced in just a few hours



“For patients, the rehabilitation process typically involves multiple visits,” said Nick Tsatsis, Chief Financial Officer, AthletiCo. “As a result, our physical and occupational therapists are tasked with creating a number of reports throughout the care process. Reports tend to cover a broad range of procedures, ranging from initial evaluations to progress notes and discharge summaries, as well as very precise documentation involving a variety of physical measurements. Dictaphone EXSpeech has been able to accommodate this diversity of medical terminology with very high levels of recognition accuracy.”

Patient Reporting Technology—An Achilles Heel

“Before our deployment of the Dictaphone EXSpeech system, as few as 25-30 of our nearly 300 physical and occupational therapists were dictating reports,” said Tsatsis. “Our approach to creating documentation was all over the place. We saw a mix of activities ranging from administrative and support staff at each of our locations typing letters and reports from handwritten notes, to some of the medical staff actually keyboarding their own reports.”

The root of AthletiCo’s past documentation problems was transcription staffing challenges, a perpetual issue for most health-care organizations. “As a privately operated medical center, we simply could not keep up with the costs and staffing pressures of maintaining a full-time transcription staff. Even with outsourcing of services, reports could fall behind by as much

as 1-2 weeks,” Tsatsis said. “As a result, the majority of our staff wasn’t using the Dictaphone Enterprise Express dictation system to its full potential. We were also not benefiting from the system’s ability to manage and centralize report transcription across all of our facilities. Rather, each of our facilities was resorting to its own report creation methods. Report delays at times got so bad that some of our physical therapists resorted to keyboarding their own reports,” Tsatsis said.

A Different Picture Of Productivity Today

Today’s AthletiCo is a completely different story. As a result of implementing the Dictaphone EXSpeech system, all of their nearly 300 physical and occupational therapists are dictating their reports with ease.

The process is simplified by the use of Dictaphone GoMD™ PDA-based digital portables, which provide mobility to AthletiCo’s active medical staff, with the ability to upload dictation for processing via wireless connectivity. “Combining portability with the rapid turnaround of Speech Recognition created a reporting solution that our therapists and trainers wanted to use,” Tsatsis said. “Today, based on workflow and the priority, a report can be created in a matter of hours, with the majority produced in less than 24 hours,” he said.

Contributing to this phenomenal turnaround time, dictated reports are wirelessly uploaded from portable recorders, then routed over the network to the Speech Recognition system. Text reports are then directed to transcriptionists/editors for correction and auto-routed back to the facility of origin. Overall, 100% of the professional staff at AthletiCo is using Dictaphone Speech Recognition.

“Now with 100% staff utilization we have increased the number of reports through the system three-fold,” Tsatsis said. We have eliminated outsourcing completely and through the use of speech recognition technology have been able to manage a 24 hour turnaround with a clerical staff of 19 at-home and on-site transcriptionists,” he said.

“We have eliminated outsourcing completely...”

Rapid Learning Curve

While editing of recognized text relies on a slightly different skill set than traditional transcription, AthletiCo’s transcriptionists found the transition relatively easy to master. Dictaphone has optimized the system’s correction software for use by medical transcriptionists. Many features, including “hot keys”, geared to fast correction are available, and synchronized voice playback matched with recognized text enhances the editing process.

Working with Dictaphone, AthletiCo conducted productivity measurements comparing pre-speech recognition transcription turnaround times with the same metric post-speech. “With Dictaphone Speech Recognition we’re now seeing a 41% overall transcription productivity gain, with some individuals as high as 55%. These types of productivity gains have made the impossible possible: faster turn around, reduced costs, 100% staff utilization, and improved service to patients,” said Heather Franks, Operations Services Manager.

“We’ve significantly increased our report volume to where we’re using speech recognition with transcriptionist editing to generate an average of 400 reports a day,” Franks said. “Transcriptionists have adapted very well to a new set of editing skills and would never want to go back to traditional typing. This new way of working is also much less physically demanding on transcriptionists as a significant number of key-strokes are eliminated from the report generation process,” she indicated.

Challenge: How to manage growing report volume in response to organizational growth, without having to build a large transcription group; need to centralize report processing for over 30 locations, and provide rapid and efficient communications flow to patients and physicians.

Strategy: Implement Dictaphone’s EXSpeech® enterprise-wide speech recognition solution; offer mobile dictation input; centralize workflow to remote transcriptionists; and better utilize existing Dictaphone Enterprise Express dictation/ transcription system.

Results: A 41% overall gain in transcriptionist productivity (some as high as 55%) resulting in ability to eliminate the cost of outsourcing transcription; less than 24-hour turnaround time with a 3X increase in report volume as a result of 100% utilization of Speech Recognition among the group’s nearly 300 physical and occupational therapists.

Future Plans Leveraging Past Successes

Mark Kaufman voices his satisfaction with the implementation of Dictaphone EXSpeech from a business standpoint. “As a privately held medical group we invest strategically. Dictaphone’s EXSpeech system was an easy decision to make. It freed-up our physical and occupational therapists and athletic trainers from the mechanics of creating patient communications, which couldn’t help but give them more quality time with patients.” He also indicated that, “As an organization, Dictaphone Speech Recognition gave AthletiCo a faster more cost-effective way to approach the process.” The rapid growth AthletiCo is currently experiencing is no doubt indicative of the increased value Dictaphone EXSpeech will bring to the organization in the future. With the addition of new employees, more patients will be effectively cared for and patient documentation will no longer be a laborious burden for AthletiCo.

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

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The experience speaks for itself™