



eScription

Brigham and Women's Hospital Decreases Costs and Improves Management of Transcription Services with eScription Software

Brigham and Women's Hospital is a 730-bed nonprofit teaching affiliate of Harvard Medical School and a founding member of Partners Healthcare System, an integrated healthcare delivery network in the Boston area. As a world leader in patient care and research, Brigham and Women's Hospital was looking for a way to upgrade its existing transcription process. The organization was contracting with multiple medical transcription service organizations (MTSOs) and had developed increasingly complex technical and billing infrastructures. Overall, the system in place was expensive and slow, hampering clinicians' ability to maximize the use of transcribed reports to determine diagnoses and plan patient care.

Speech Recognition Answer to Growing Demand and Complex Process

In January of 2001, Brigham and Women's Hospital selected the eScription platform, an on-demand software solution that uses background speech recognition to turn clinicians' dictations into draft documents that are then quickly edited by medical transcriptionists (MTs). Since then, the organization has been using the system successfully, and its previous challenges have been well addressed. Sue Schade, Chief Information Officer at Brigham and Women's Hospital, stated, "Investing in an advanced technology such as speech recognition with minimal to no disruption for physicians while demonstrating significant cost savings and improved turnaround time, is a win-win proposition for any hospital provider."

The technology at the heart of the eScription platform is called computer aided medical transcription (CAMT), an approach proven to improve the productivity of MTs and thereby deliver significant cost savings to the healthcare organization. With CAMT, powerful background speech recognition technology converts the spoken word to written text from models developed solely from the medical transcription environment,

Highlights

- More than \$1 million saved annually with a cost reduction of over 30%
- Over 1,700 clinicians dictating on the system
- Outsourced transcription service organizations reduced from 15 to 3
- MT productivity improved by an average of 123%.



and employs contextual information to create high quality first drafts. The software interprets and formats dictations in order to transcribe what a clinician intends to be in a document and not necessarily what he or she has said. For instance, when a clinician dictates "HPI," he or she will likely mean "History of Present Illness." The formatted documents are produced in the style set up and approved by each healthcare organization.

The eScription client software makes the editing process as fast and efficient as possible with features such as shortcut keystrokes and audio speed controls. The MTs' edits deliver important, automatic feedback that continuously enhances the speech recognition engine, enabling it to provide increasingly better drafts over time. A single administrative console helps supervisors manage the complete clinical documentation process.

Enterprise-wide HIM Solution

Today, over 20 million lines of transcription are flowing through the eScription solution which is used regularly by more than 1,700 clinicians across Brigham and Women's Hospital. More than 50 medical specialty groups and sub-groups from Cardiovascular to Neurology to Orthopedics are using the system. Across the hospital, work types ranging from Correspondence to Operative Notes to ED stat dictations are being edited in half the time it used to take MTs to traditionally transcribe these documents from scratch.

A study published in December of 2003 alleviated any concern of a negative impact on document quality as a result of the new system. Despite an average productivity gain of 123% when MTs functioned as editors, there was no significant change in document quality as defined by the number of errors clinicians needed to correct, before electronically signing their reports.

Streamlined Transcription Process

On the front lines of transcription services, the eScription platform features for document management are well appreciated. "There are many transcription management capabilities that make my job easier every day," stated Georgette Wilson, RHIA, Manager of Health Information Services at Brigham and Women's Hospital.

The implementation of eScription software allowed Brigham and Women's Hospital to reduce the number of outsourced transcription vendors it was using (and the associated interfaces into the hospital's core information systems) from 15 to 3. Since using the eScription platform, interface errors of transcribed reports into the hospital have decreased from 5% to less than 0.2%, a more than 20-fold improvement. Additionally, prior to adopting the eScription platform, document management of the hospital's inpatient and ambulatory services were separate. Now, it is centralized in the HIS department, increasing operational efficiency.

Little Impact on Clinician Workflow

No clinician training was required to adopt the new system. Clinicians who previously used a tape recorder are now primarily dictating into the telephone, and those who were using the telephone continue to do so. "The key advantage for us is that there is so little change to what we are doing," stated Robert C. Goldszer, MD, MBA and Associate Chief Medical Officer at Brigham and Women's Hospital "In fact, many clinicians are not aware that they are using a new technology. What they do see is improved turnaround time and decreased cost in their P&L statement."

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— Jackie Raymond
RHIA, Director, Health
Information Services

Turnaround Time Significantly Reduced

According to Jackie Raymond, RHIA, Director, Health Information Services, “Overall, the eScription solution has enabled us not only to consolidate multiple transcription processes, but also to manage and improve our turnaround times.” The hospital’s previous system was yielding turnaround times that were long and inconsistent, typically between four to seven days. Since the installation of the new system, turnaround time has been significantly reduced to less than 12 hours on average for all reports.

Printing and Faxing

Brigham and Women’s Hospital uses the eScription platform for its document distribution via print and fax. The flexibility of the printing component allows the hospital to print its preliminary NICU and Clinic Notes either continuously or in batch mode. Its cardiology department does not need printed notes, but has used eScription to print envelope pages, which include the address and any cc’s. Through the eScription platform, Brigham and Women’s Hospital faxes its Continuing Care Discharge Summaries, as well as all documents with a turnaround time requirement of two hours or less.

Challenge: Brigham and Women’s Hospital was searching for a way to upgrade its current transcription process with a more streamlined system that would meet growing transcription needs and save costs.

Solution: Brigham and Women’s executives elected to implement the eScription on-demand platform for computer aided medical transcription (CAMT), a solution based on the premise that it’s faster to edit than to type. Rather than following a traditional transcription process, powerful background speech recognition software turns clinicians’ dictations into accurate, fully formatted draft documents that MTs quickly review and edit, often doubling productivity.

Results: Since adopting the eScription platform, the hospital has saved over \$9 million in transcription costs, improved its average ‘non-stat’ turnaround time to less than 12 hours, and reduced the number of outsourced transcription services from 15 to 3. These results have been achieved with little change to the clinician workflow.

Million Dollar Success

Each year, the eScription Million Dollar Savings Award is presented to healthcare provider organizations that demonstrate savings of at least one million dollars or that reach a new level of million dollar savings using its on-demand CAMT solution. In 2008, Brigham and Women’s Hospital was recognized for saving \$9 million—a new milestone in customer cost savings.

Wilson summarized her experience with the eScription solution: “I liken it to buying a new car. You have the old car, which works pretty well and is still running. Then you go out and buy a new, shiny car, and you realize all the bells and whistles you’ve been missing all that time.”

For product information please visit Nuance Healthcare at www.nuance.com/healthcare or call 888-350-4836.

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