



## Dragon Medical

**Community Medical Center** Emergency Department Implements Dragon® Medical, Automating the Creation of Over 300 Electronic Health Records per Day, and Improving Patient Care

**The Saint Barnabas Healthcare System is New Jersey's largest integrated healthcare delivery system. The group includes a number of regional hospitals and wellness centers. Community Medical Center, located in Tom's River, is part of the organization. Community is a 596-bed facility and has the largest single hospital emergency physician group in New Jersey. The emergency department staff has dedicated their professional lives to the practice of emergency medicine.**

### Dedicated Emergency Medicine Staff

Combined, they have over 275 years of experience. Most are board certified in emergency medicine. In addition, Community has specially trained pediatricians on duty to handle pediatric emergencies. Each physician has an average of 12 years of emergency medicine experience. Many also have leadership experience as previous medical directors. This experience allows them to give the highest quality care to each patient as well as understand how to best utilize the resources needed to handle the busiest emergency department in New Jersey. This dedication resulted in a 2001 award by the New Jersey ACEP designating the organization as "New Jersey's Strongest Patient Advocate".

### Dragon Medical: Easy to Use, Exceptional Compatibility

Dr. Mark Meredith is chairman of Community Medical Center's department of emergency medicine. Over the course of a year the organization sees approximately 90,000 patients. His physician group is responsible for staffing the emergency department at Community. The organization was using a speech recognition product that had been developed a number of years ago by another physician group. "We had previously used another speech recognition product prior to beginning our current electronic patient documentation program. The company that produced the software had gone out of business and left us

### Highlights

- Dragon Medical front-end speech recognition deployed to 20 Emergency Department physicians
- Dragon Medical used to dictate directly into EDIM EHR application
- Enhanced productivity
- Reduction in patient record errors
- Overall improvement in quality of patient care



*“We always found that Dragon Medical was the easiest to use and worked best with our existing Emergency Department Information Management (EDIM) EHR product.”*

without any good alternative. Over the years a number of my staff had tried the various speech recognition applications on the market. We always found that Dragon Medical was the easiest to use and worked best with our existing Emergency Department Information Management (EDIM) EHR product. Based on this experience, I made the decision to go with Dragon Medical for our department.”

#### **Conducive to EHR Use**

Community Medical Center has 20 providers that use Dragon Medical. According to Meredith, “My department relies on

Dragon Medical 24 hours a day, seven days a week. We use it in conjunction with another product that was developed to specifically document emergency department patient encounters. This EHR application provides us with templated electronic patient encounter forms we complete by voice with Dragon Medical. My physicians are using it to dictate information directly into the EHR system.” The Community emergency department treats approximately 300 patients per day. For each patient encounter emergency department providers create an electronic medical record that is approximately 6 pages including the discharge instructions. The discharge instructions are free-form text but can be easily edited by the physician during each visit with Dragon if necessary. “It’s been my experience that Dragon Medical is highly accurate. I would estimate our accuracy rate is above 95%,” said Meredith.

#### **Enhanced Productivity and Better Patient Care**

In most healthcare organizations, Dragon Medical typically replaces a manual EHR creation or transcription process. Community Medical Center is no exception. Adds Meredith, “Prior to utilizing Dragon Medical all of our patient records were hand-typed by the staff. It was a slow, tedious and error-prone process. Dragon Medical allows us to be more efficient and complete when preparing patient records. In addition, critical patient information is turned around in a much timelier manner. There is no doubt that since we began using Dragon Medi-

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cal our productivity has improved. I think our deployment has been successful due to Dragon Medical's accuracy and ease-of-use. Because of this, our entire staff has supported it. All of this translates directly into better care for our patients and a reduced malpractice liability for our organization.”

**For product information please visit Nuance Healthcare at [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 866-748-9537.**

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**Challenge:** Improve emergency department's efficiency by reducing the need to create electronic health records for the organization's (EDIM) application manually.

**Solution:** Deploy Dragon Medical to all of the ER physicians allowing them to create medical records by directly dictating into the organization's EDIM EHR application.

**Results:** Better patient care due to a noticeable improvement in the department's productivity and a reduction in errors on patient records.

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The experience speaks for itself™