



Dragon Medical

Hershey Medical Center Uses Dragon® Medical to Automate Creation of Radiology Reports Saving Nearly \$300,000 per Year and Simultaneously Reducing Document Turnaround Time by 80%

In Penn State Milton S. Hershey Medical Center's Radiology Department, something had to give. The cost to support 7 full time in-house transcriptionists had reached nearly \$300,000 per year. And, because of the bottleneck created by the manual transcription process, radiology reports were taking three full days to be transcribed and verified by radiologists.

Search for RIS Compatible Speech Recognition Solution

The RIS/PACS project team at Hershey, led by Tim Yanchuck, had some prior experience with speech recognition software several years back. Although feelings were mixed, the team decided to take a second look, knowing that over time the technology had improved. The team had to keep in mind that the Radiology department had already made a substantial investment in an RIS system, so in addition to reducing costs and turnaround time, one of the requirements of any speech recognition solution was that it be compatible with the organization's existing RIS system, IDX® ImageCast™.

The first solutions that Yanchuck's team explored were full speech-driven radiology documentation workflow solutions. They were very expensive and didn't interface well with IDX ImageCast because these full systems maintain their own discreet databases, and require an HL7 interface to share patient data. Maintaining the HL7 interface is both time consuming and complicated. As a result, the team decided to look in a different direction.

Highlights

- Large, renowned, teaching hospital
- Dragon Medical front-end speech recognition deployed to entire Radiology department
- Seamless integration of Dragon Medical with IDX ImageCast RIS
- Annual transcription cost savings of nearly \$300,000
- 80% reduction in radiology report turnaround time
- Significant impact on quality of patient care



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Rapid Results

Yanchuck contacted LanTEK, a Nuance certified solutions partner with over five years of experience deploying Dragon Medical. LanTEK began working with Yanchuck on an installation of Dragon Medical that would work in conjunction with their existing IDX ImageCast system. Working with the hospital IT staff, LanTEK was able to roll-out the software and begin training the radiologists.

Within the first four months, the deployment had paid for itself and had reduced report turnaround time to by 80%. In addition, the installation resulted in significant cost savings of nearly

\$300,000 annually, and the hospital was able to redistribute the transcriptionists to more value-added positions within the organization.

The Hershey Medical Center had tried a number of other speech recognition solutions prior to Dragon Medical. None of the other alternatives provided the level of functionality and ease-of-use Dragon Medical offered. LanTEK was able to ensure compatibility between Dragon Medical and Hershey Medical Center's IDX Radiology Information System that lowered costs for the hospital, was accepted by physicians, and improved patient care.

Yanchuck adds, “Speech recognition software is truly the future of healthcare technology applications – the benefits of the software are clearly tangible, and the cost and time savings are tremendous. Within a week of our ‘go live’ date, it became clear that our use of Dragon Medical would be successful, as the departmental faculty saw the positive benefit to patient care. We are quite pleased with the level of accuracy and ease-of-use of Dragon Medical as well as the training and other services provided by LanTEK.”

Seamless Integration Leads to Multiple Benefits

Nuance's Dragon Medical technology portfolio gives healthcare providers, technology suppliers and system integrators the

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Challenge: Reduce or eliminate the need for an in-house staff to transcribe dictations and simultaneously improve the information turnaround times for patient encounters.

Solution: Deploy Dragon Medical to Radiologists so they can dictate directly into the organization’s EMH application and create their own patient records.

Results: Savings of nearly \$300,000 per year by eliminating staff that transcribed dictations and an 80% reduction in the turnaround time of documentation from patient encounters.

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ability to quickly and easily add speech recognition functionality to commercial and in-house PC- and Web-based Healthcare Information Systems (HIS) and Electronic Health Records (EHR) applications. Through the speed and accuracy of Dragon Medical, healthcare organizations worldwide have saved thousands of dollars per doctor each year by reducing or eliminating manual transcription costs.

Real Time and Cost Savings

Today, healthcare organizations stand to gain a great deal from the proliferation of speech technologies. The time and cost savings are real, as proven by Hershey Medical Center. From full-scale hospital implementations to making individual practitioners more productive, Nuance speech technology can improve existing processes, HIPAA compliance and can increase focus on the most important thing – patient care.

For product information please visit Nuance Healthcare at www.nuance.com/healthcare or call 866-748-9537.

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The experience speaks for itself™