



## eScription

**Intermountain Healthcare** Streamlines Workflow and Reduces Costs with eScription Software for Computer Aided Medical Transcription

**Intermountain Healthcare, based in Salt Lake City, Utah, is a nonprofit healthcare organization consisting of 21 hospitals and 150 clinics. In 2004, senior leadership launched the Value Capture Program, a strategic initiative to address inefficiencies in the organization. As Mary Staub, corporate director, Health Information Management, explains, “Transcription was immediately identified as an area needing improvement. Our services at the time were fragmented and costly. It was to a point that we couldn’t pull together statistics about how inefficient it was. We were excited that transcription was a part of this initiative because it brought attention to an issue that we in the HIM arena wanted to address at an enterprise level for some time.”**

### Standardization Possible with Speech Recognition

Intermountain had three goals for improving its transcription process: centralized services, cost reduction and a streamlined workflow. The leaders of the organization decided that a hybrid of in-house transcription hubs and outsourced services would be their best option in achieving these goals. Moreover, they wanted a system that had little impact on clinician workflow and provided high quality support services.

In 2006, Intermountain selected the eScription on-demand platform for computer aided medical transcription (CAMT) from Nuance. Said Staub, “We heard about the eScription solution around the time we were examining the possibility of speech recognition. Once we learned more about the platform and what we could expect to achieve, I was sold.”

Susie Oborn, corporate manager, Transcription Services, adds, “What we were hearing about the eScription solution was really good. It was ranked number one and Best in KLAS for a number of years. Our expected productivity gains alone got me excited about the system.”

### Highlights

- Over 90 percent of dictation volume edited rather than typed
- Doubled MT productivity
- Saved an estimated \$1.5 million in transcription costs in 16 months
- Significantly reduced the number of MTSO contracts

The technology at the heart of the eScription platform is CAMT, an approach proven to improve the productivity of medical transcriptionists (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 from the medical transcription environment, 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.

### Clinicians Pleased with Reduced Turnaround Time

Today, almost 2,000 clinicians at Intermountain dictate into the eScription platform to produce 65 million lines of transcription each year. Oborn stated, "We have a way of celebrating when something goes right with the eScription system: we say, 'Woo hoo!' A year and a half later, we have had many reasons to say, 'Woo hoo.' Financially, we've met our goals and are seeing huge savings. Also, we've achieved turnaround times that are better than we thought we would."

One of Intermountain's goals was that the conversion to the eScription platform cause as little change to clinician dictation behavior as possible. Although some dictation codes were adjusted to streamline the process, clinicians really noticed that documents had a faster turnaround time. Operative Notes, which used to take 31 hours to complete, are now completed

in 11 hours. Even better, the average turnaround time for Discharge Notes has been reduced from 72 hours to 12 hours, an 83 percent improvement.

### Quality Customer Support Allows for a Smooth Implementation

The transcription group at Intermountain worked closely with its assigned eScription Installation Team to plan for the eScription platform "go-live." Together, they developed a strategy that allowed the enterprise-wide rollout to be successful and to happen in a short time span. "The implementation plan was the key to our success. It was a true partnership. Our project manager got everyone excited for what was to come," said Oborn. Following the implementation at the hospitals, the rollout to Intermountain's 150 clinics began.

To prepare its 120 in-house MTs for the transition from typing to editing, Intermountain received extensive system training from eScription trainers. MT leaders participated in the "Train the Trainer" program, which allowed them to aid their peers in learning the system. eScription staff was also on site during the week of "go-live" to answer any questions from the MTs.

### Increased MT Productivity

According to Oborn, "Originally when we introduced the eScription system, our MTs were a little scared. They did not like the thought of editing coming into their world and were concerned about what it meant. However, now that they are on the system, they love it. Their feedback has been really positive."

With eScription CAMT, over 90 percent of the dictation volume is being edited rather than typed. In addition, MT productivity has more than doubled on average through editing, with some MTs seeing gains around 130 percent. Since implementation, Intermountain has moved to a performance-based compensation plan for MTs, motivating them to utilize fully the system's productivity enhancing features such as correction macros and multiple cursors.

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**—Susie Oborn, Corporate Manager  
Transcription Services**

### **Streamlined, Enterprise-Wide Solution with EMR Integration**

Through acquiring several clinics over the years, Intermountain’s HIM department inherited 42 different contracts with transcription services. It also managed in-house transcription hubs. Not only did this lead to hundreds of work types, it was also difficult to share work loads amongst the transcription groups.

With the eScription platform, Intermountain is streamlining its transcription workflow to three MTSOs and one centralized in-house transcription department. Intermountain worked with its eScription team to develop a style guide for consistent formatting and to reduce the number of work types from 200 to 50. Administrators have found that document management has also improved through the use of a single, administrative console that allows them to track and control the document creation process.

Another benefit of the eScription platform is its ability to integrate with an organization’s existing EMR system. For Intermountain, this meant integrating with its two homegrown systems. “The integration went really well. Yes, there have been bumps in the road—it’s an IT project; but, the eScription team has done everything they can think of to fix these issues. Support has been great on both sides of the equation. Our relationship with the eScription team is built

**Challenge:** With a transcription system that was fragmented and expensive, Intermountain searched for a new solution that would streamline and standardize its workflow, reduce costs, and have minimal impact on clinician workflow.

**Solution:** Leaders at Intermountain chose 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, typically doubling productivity.

**Results:** Since implementation, Intermountain has doubled its in-house MT productivity and reduced document turnaround time by up to 83 percent.

on honesty, openness, and constant communications. We could not ask for more,” noted Staub.

### **Million of Dollars Saved**

By streamlining its transcription workflow with eScription CAMT, Intermountain has realized significant cost savings—an estimated \$1.5 million in the first 16 months since “go-live”. “Prior to implementing the eScription platform, we were spending almost \$11 million each year in transcription costs—without the radiology and pathology departments. Now, we have been able to refine the budget and have achieved significant cost savings for the organization,” Staub continued.

As stated by Oborn, “Speech recognition is definitely an effective technology that should be included in a dictation and transcription solution. eScription has been the right choice for Intermountain Healthcare. The eScription team has been with us every step of the way.”

**For product information please visit Nuance Healthcare at [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 888-350-4836.**

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