

# ROBUST POWERSCRIBE 360 | REPORTING HELPS **INCREASE EFFICIENCY** AND IMPROVE PATIENT CARE AT MANKATO CLINIC

## MANKATO CLINIC

*"Today, everything is about working harder, working smarter and working faster without additional help. PowerScribe 360 | Reporting allows us to do all that and save money."*

—Jana Hansen, Diagnostic Imaging Systems and Ultrasound Manager  
Mankato Clinic, Mankato, MN

### CHALLENGE

- Replace dictation with structured reporting
- Implement radiology speech recognition reporting
- Integrate with PACS across diagnostic imaging
- Increase efficiency and productivity
- Reduce costs significantly

### SOLUTION

- Implement PowerScribe 360 | Reporting
- Integration with McKesson Horizon Medical Imaging™ PACS

### RESULTS

- 97% of reports completed in one hour or less
- Eliminated thousands in transcription costs
- High provider/referring physician satisfaction
- Delivering quality patient care

### SUMMARY

Established in 1916, Mankato Clinic is among Minnesota's largest physician-owned, multi-specialty regional group practices, providing the broadest range of high quality, professional healthcare in the region. Mankato Clinic comprises 10 clinical sites and more than 100 physicians and advanced practice providers.

Staffed by six radiologists and equipped with state-of-the-art digital technology across all imaging modalities, the Mankato Clinic Diagnostic Imaging Department generates more than 43,000 imaging reports each year. They had long used a Nuance® Dictaphone® transcription/dictation system. Although they liked the industry-standard Dragon® Medical speech recognition technology the legacy Dictaphone product offered, they wanted structured reporting and a way to import structured ultrasound data to eliminate duplicative work.

After installing their EMR in 2008, Mankato Clinic turned to Nuance Healthcare by implementing PowerScribe® 360 | Reporting in 2011 to improve efficiency, increase competitiveness, and minimize operational costs.

## IMPLEMENTATION

Mankato Clinic rolled out PowerScribe 360 | Reporting in May 2011. The process included one-on-one training for radiologists and follow-up assistance a month later. PowerScribe 360 | Reporting integrated seamlessly with the clinic's EMR and the diagnostic imaging department's McKesson Horizon Medical Imaging PACS; the new system automatically launches and uploads documents. The rollout included 180 templates and they have since doubled that number. An estimated 35,000 reports were generated successfully during the first nine months; 97 percent of them were completed in one hour or less.

## IMPROVED REFERRING PHYSICIAN SATISFACTION

PowerScribe 360 | Reporting automatically sends the diagnostic report to the EMR, making it immediately available for referring physicians and alerting them that there is a report for them to review.

## IMPROVED EFFICIENCY

The system supports advanced workflows; advanced macros automatically streamline reports with standardized formatting, providing consistency across all studies – 18,570 radiographic examinations, 8,450 mammograms, 6,600 ultrasound exams, 6,000 MRI scans, 3,100 CT scans, 600 nuclear medicine studies and 300 PET/CT annually.

## REDUCED TRANSCRIPTION COSTS

The return on investment has been immediate and substantial as radiology transcription costs have been eliminated and report turnaround times have been expedited, satisfying efficiency-conscious radiologists, information-driven referrers and understandably-anxious patients.

## ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 888-350-4836 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**