

# Springhill Medical Center streamlines efficiency and decreases turnaround time.

## Challenge

- Improve physician and hospital efficiency
- Decrease average turn around time
- Improve quality reporting for reimbursement

## Solution

- PowerScribe® 360 Reporting

## Results

- Streamlined physician and hospital efficiency through custom templates
- Reduced average turn around time from 4 hours to 5 minutes
- Can successfully report the quality needed for reimbursement.
- 80,000 a year saving!

## Summary

Founded in 1975, Springhill Medical Center is a 252 bed complete medical-surgical healthcare facility in Mobile, Alabama. Over the last 40 years, the hospital has more than quadrupled in size and has maintained its legacy of embracing advanced healthcare technology. This track record was furthered when the hospital implemented Nuance's PowerScribe 360 Reporting in 2011. Since then, the medical center has experienced a renowned amount of benefits for itself, its physicians and its patients that far exceeded its original expectations.



“Before Nuance, our radiologists might not get the final report back for review for 4 to 8 hours. With 100 or so cases, each, a day, sometimes they would have to go back and review the images again to verify the accuracy of the report. With PowerScribe 360 we no longer have to worry about that.”

Tina Loeb, Radiology, IT Manager at Springhill Medical Center

#### Old school practices.

Prior to PowerScribe 360 Reporting, Springhill’s radiologists would dictate each report into a Dictaphone. After each dictation, the report would go to a voice recognition software then move on to a transcriptionist that would fix and clean up the final report. This manual process, which took hours to turn around, caused ample amounts of frustration from referring physicians and patients.

Furthermore, the method caused problems internally with billing and coding, impacting the hospital’s ability to report the quality and information required for reimbursement. “Before Nuance, our radiologists were just dictating, so they had to remember exactly what to say. For example, the right leg, this fracture, the size of the spleen, etc.,” said Tina Loeb, radiology, IT manager at Springhill Medical Center. “With 100 or so cases each to dictate each day it was easy to forget something. Too often they’d have to take reports back and add addendums on them.”

Therefore, despite fears of pushback from its radiologists, Springhill implemented PowerScribe 360 Reporting in December of 2011.

#### A solution for all.

Not even 24 hours after go-live, Springhill was experiencing benefits, including 100% self-editing and 98% accuracy on

day one. With the low learning curve, the facility’s radiologists easily adapted to the new technology. Additionally, with dramatic reductions in turn around times referring physicians became more satisfied and patients instantly received better quality care. As for internal processes, Springhill has utilized PowerScribe 360’s custom templates to streamline workflow and increase efficiency.

“The more things that we can put in templates, the better,” said Loeb. “For example, we especially use this system for mammography. We have to report the density of the breasts, so we use the template to guide the radiologist to say exactly what is required so it’s easily reported into the system for coding and reimbursement.”

The hospital also uses templates and custom fields to help report its critical results findings. Instead of using an unreliable paper trail, Springhill’s radiologists now dictate critical results within the report, note that the finding was called to the referring physician and then insert the critical result in a custom field within the PowerScribe360.

#### No longer limited.

Overall, in 4 years Nuance and PowerScribe 360 has helped Springhill Medical Center stay competitive. By reducing its average turn around time from 4 hours for regular routines (1 hours for stats) to 5 minutes, and by streamlining workflow with templates, the hospital is able to run more efficiently and provide better care. Ultimately though, Springhill Medical Center no longer feels limited, especially when it comes to regulations.

“With PowerScribe 360 we’re now able to report the quality that we need to for reimbursement,” says Loeb. “Additionally, our HIM department is already talking about all the different wording we’re going to need in our reports because of ICD-10, but I don’t see us having a problem because we have PowerScribe.”

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, compliance and patient care, please call 877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/healthcare).

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