

THE VANCOUVER CLINIC ACHIEVES IMPROVED PRODUCTIVITY AND HIGH-QUALITY **DATA RICH REPORTS**



"PowerScribe 360 | Reporting adds so many capabilities, you can move your whole organization forward because of it, and it's pain free."

—Marshall Watson
PACS Administrator
The Vancouver Clinic
Vancouver, WA

CHALLENGE

- Improve speech recognition quality
- Provide high quality reports for better patient care
- Keep current in technology
- Maximize the benefits of on-site training

SOLUTION

- Convert from PowerScribe 4.8 to PowerScribe 360 | Reporting
- Integrate with McKesson® Horizon Medical Imaging™ Horizon 11.7

RESULTS

- Higher quality data rich reports
- Significantly improved productivity with self-editing
- Accommodating unscheduled patients with less interruption
- Elimination of end of day backlogs

SUMMARY

The Vancouver Clinic is a multi-specialty healthcare organization in Southwest Washington. It has about 220 medical practitioners offering services in 34 disciplines, as well as a full range of ancillary and diagnostic services. Its Imaging Department averages 70,000 reads annually and has a PACS-driven workflow. Most of its referrals come from providers within the Clinic.

As an organization, the Clinic continually strives to move up in the hierarchy of quality institutions, seeking partnerships with market leaders to reach its goals. Thus, when the Imaging Department sought the best in voice-enabled radiology reporting, it looked no further than Nuance®, converting from PowerScribe® 4.8 to PowerScribe 360 | Reporting in September 2012. Results were immediate, with noticeable improvements in workload, report quality—and reduction in stress levels.

IMPROVEMENT AT ALL LEVELS

Primarily, according to Clinic PACS Administrator Marshall Watson, radiologists were looking for improvement in speech recognition—with less time spent looking at the dictation screen to ensure information was being recorded accurately.

What they now achieve with PowerScribe 360 | Reporting, he said, is a solution “light years ahead of what we were using,” in both clinical and IT aspects.

Radiologists laud the significantly enhanced accuracy, as well as advanced macros and template capabilities that include auto-loading and new field types such as Pick Lists and Merge. They also appreciate on-screen access to information that they previously had to pull from the EHR, among other features. Administratively, the system is easier to manage, Watson said, and trouble-shooting time has been reduced to minutes or seconds.

Thorough training helped speed results, he added. The Nuance on-site training model, “made the entire process so smooth. I wish it was the industry norm.”

TODAY AND TOMORROW

“The payoff for PowerScribe 360 | Reporting is going to be very fast, I think,” Watson said. Already, Clinic radiologists are producing more reports in less time with greater confidence. With near 100 percent self-editing, the in-house editor is freed for other work. Morale has improved and stress levels for radiology has been drastically reduced.

Turnaround time now meets the goal of four hours, and the cumulative time saved on each report has virtually eliminated backlogs and the need for third-party services. As Clinic radiologists are often ahead of schedule, they can accommodate unscheduled patients with less interruption to their day.

And, of course, higher quality, data rich reports contribute to higher quality care.

Going forward, Watson expects other departments that read, such as Orthopedics and Cardiology, to make the upgrade, while Imaging looks forward to implementing Peer Review for PowerScribe 360 | Reporting, PowerScribe 360 | Critical Results and data integration capability for ultrasound measurement soon.

The organization remains excited about the conversion’s potential.

“PowerScribe 4.8 was letting us dictate, but PowerScribe 360 | Reporting has put us into the future,” Watson concluded.

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides solutions and services that improve the entire clinical documentation process—from capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance’s award-winning voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow on any device.

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