

HERITAGE MEDICAL CENTER MAINTAINS **COMMITMENT** TO COMMUNITY WITH LEADING-EDGE TECHNOLOGY



"Turnaround time has gone from 36-48 hours, in some cases, to just minutes on PowerScribe 360 | Reporting, with radiologists self editing their reports and signing them immediately."

— Kristy Watkins
Director of Radiology
Heritage Medical Center
Shelbyville, TN

CHALLENGE

- Ensure best available technology
- Decrease turnaround times
- Improve workflows

SOLUTION

- Convert from PowerScribe 4.8 to PowerScribe 360 | Reporting
- Leverage enhanced speech recognition
- Enable data-rich reporting

RESULTS

- Nearly instant turnaround time as a result of 100% self-editing
- Savings achieved in both time and money
- Reduced time to diagnosis and treatment

SUMMARY

Heritage Medical Center opened in 2008 in Shelbyville, TN, replacing the 60-year-old Bedford County Medical Center. The modern 60-bed facility, which is owned by Community Health System, is committed to providing the most advanced healthcare that medical science has to offer.

By 2011, however, Heritage's radiology department was finding it difficult to provide the report turnaround time (TAT) its clinicians needed. To further reduce TAT and improve workflow, Heritage decided to upgrade its Nuance® Healthcare PowerScribe® 4.8 system to PowerScribe 360 | Reporting.

BACKGROUND

Heritage Medical Center inherited PowerScribe 4.8 from Bedford County, its predecessor and an early adopter of Nuance Healthcare solutions. Despite many years of success with the system, said Heritage Director of Radiology Kristy Watkins, the department was having trouble meeting the increased demands to provide reports from the emergency department to the floor after admission.

In addition, the department had a concern with addendums, which took a great deal of time to manage and track to ensure corrections and additions made it into the original records.

SMOOTH TRANSITION

A strong proponent of Nuance solutions, Watkins advocated for the conversion. PowerScribe 360 | Reporting is the industry's most powerful voice-enabled radiology reporting platform, combining speech recognition technology, CTRM, structured reporting, data capture and multi-site workflow in a single solution. And even though it was an extremely busy period for the facility, which was upgrading data systems and initiating Meaningful Use, PowerScribe 360 | Reporting was easily integrated, going live at Heritage in June 2012. Watkins credited the ease of conversion to the high quality of Nuance training and project management.

BENEFITS ACHIEVED

Among key attributes of PowerScribe 360 | Reporting, cited by Watson, is the solution's data-rich reporting, which contributes to more informed clinical and business decisions and supports compliance.

Other benefits are its fast throughput, improved workflow and the variety and quality of the reports that can be generated. She also noted savings in both time and money.

"We tell our patients that by the time you get back to the doctor's office, your reports will be there," she said. Referring physicians, she added, "are getting used to receiving our reports immediately."

PowerScribe 360 | Reporting also solved Heritage's addendum issue through an automated process that separates changes out in PACS and alerts physicians that information has been added.

LOOKING AHEAD

Satisfied with their new solution, Heritage recently incorporated PowerScribe 360 | Critical Results into their workflow. PowerScribe 360 | Critical Results,

the industry's leading CTRM solution, automates the delivery, verification of receipt and documentation of voice communications concerning Critical Test Results.

Next, Heritage is preparing to introduce Peer Review for PowerScribe 360 | Reporting. Peer Review automates quality improvement initiatives. This Nuance solution enables a radiologist to evaluate prior reports while viewing and interpreting images via automated prompting or manual invocation, using the ACR-standardized four-point rating scale with clinical significance indicators.

The power of the PowerScribe 360 solution is being noticed by other departments such as Quality Control, Watkins said, and she recently gave a demonstration for staff of a sister hospital wanting to see it in action.

The technology drew high marks for functionality, she said, and staff was surprised at how easy it was to use.

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.

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 800-350-4836 or visit www.nuance.com/healthcare.