Infirmary Health: time-critical documentation capture with mobile apps and Nuance speech technology.

Challenge
– Add progress notes and time-critical documentation to patient charts more quickly and efficiently
– Make speech technology available for documentation wherever and whenever physicians need it
– Complement and enhance physicians' day-to-day workflow

Solution
– Implement Epic's mobile apps with clinical speech recognition by Nuance

Results
– Physicians have secure and portable access to patient charts and voice-driven documentation tools via their iPhones (Haiku) and iPads (Canto)
– Records are updated in real-time as physicians round, ensuring patient notes are available in the chart immediately
– Physicians can share content and profiles across the cloud

Physician workflow enhanced with on-the-go access to EHR and speech recognition.

Infirmary Health is Alabama's largest non-government healthcare team, and has become the region's leader for integrated healthcare and groundbreaking technology. Today, Infirmary Health employs more than 4,900 people, has more than 700 physicians on staff, and supports a healthy community through corporate sponsorships and gifts, employee volunteerism, and uncompensated medical care.

INFIRMARY
HEALTH

Mobile Infirmary ▪ Thomas Hospital
North Baldwin Infirmary

NUANCE

"I do not believe we would have been able to achieve the same level of success with our physician base had we not been able to use these EHR mobile apps with Nuance speech technology."

Eddy Stephens, Vice President and CIO
Infirmary Health

In order to support their physicians, who treat more than 100,000 patients annually, Infirmary Health deployed Epic® mobile products with clinical speech recognition by Nuance.

Supporting physicians and patient care with real-time updates to medical records.

Infirmary Health has utilized Epic's electronic health record (EHR) solution for more than four years, and recently made the decision to incorporate a mobile solution that would allow physicians to:

– Add progress notes and time-critical documentation to patient charts more quickly and efficiently
– Make Nuance speech technology available for documentation wherever and whenever physicians need it—regardless of location
– Complement and enhance physicians' day-to-day workflow

"At Infirmary, it's not uncommon to have five or six physicians following a patient's care," says Vice President and CIO Eddy Stephens. "But because we'd have notes waiting in the dictation queue, patient records were not always current, and we depend on that kind of information to provide appropriate, quality care and to avoid patient safety issues."

Stephens also notes that some physicians were not comfortable working in the traditional desktop EHR environment, nor were they in a position to access a workstation at any given time. A technology solution that met physicians where they were—both technologically and geographically—would alleviate those concerns. By working with Nuance, Infirmary Health discovered and implemented a solution that not only supported physicians' desire for mobility, but also achieved time and cost savings.

Mobile solutions designed to achieve Infirmary Health objectives.

Epic's mobile apps give physicians secure and portable access to patient charts, whether they are in the hallways of the practice, rounding at the hospital, or away from the office—all with the added benefit of optional documentation capabilities that leverage clinical speech recognition by Nuance. By deploying Epic's mobile apps with Nuance speech, Infirmary Health physicians have on-the-go access to the EHR via their iPhones (Haiku) and iPads (Canto) and are able to directly dictate patient notes through cloud-based speech recognition technology. Additionally, by sharing content and profiles across the cloud, physicians can take advantage of an enhanced mobile documentation experience, similar to the workflow they have on their desktop.

Seamless implementation for Infirmary Health.

When Infirmary Health decided to implement Nuance speech for Epic's mobile apps in November 2013, Stephens purchased an initial set of licenses for a select group of Mobile Infirmary physicians. "It was very simple; once we received the license key from Nuance, we could enable speech in the mobile applications," he explains.

He then enlisted the help of Infirmary Health Chief Medical Information Officer, Dr. Daren Scroggie, to complete the initial testing. "The first time I dictated patient notes using the mobile app, I immediately saw how valuable this solution would be to our entire staff of physicians. We knew right away that we'd need to make this solution more widely available."

With that feedback, the first physicians began using the application. "The response from them was overwhelmingly positive, and we found demand from other physicians to be quite high—just in the first week following the rollout. We continued acquiring licenses

NUANCE

from Nuance over the next several months," says Stephens. He goes on to say: "Had we known this solution would be so successful, we would have acquired all of the licenses up front so there was no delay in onboarding all of our physicians."

According to Stephens, many of Infirmary Health's physicians were accustomed to using voice commands on their mobile devices, as well as Nuance speech technologies, so the amount of training they needed to become comfortable in the mobile solution was minimal. "They adapted very easily to the mobile process," he says.

As Infirmary Health expands the mobile speech recognition solution to more physicians, they simply acquire additional speech licenses directly from Nuance. Over the coming months, Infirmary Health also plans to transition their Nuance Management Server (NMS) to the cloud. This transition will further simplify IT administration and management, as well as enhance their desktop solution and mobile app integration, including access to custom vocabularies and templates across platforms and devices.

Time-sensitive, critical documentation needs.

One of the reasons Infirmary Health's physicians were so quick to adopt the Nuance solution was the ease and speed of documenting time-sensitive, critical patient notes. "The ability to leverage speech recognition technology from a mobile device has allowed patient notes to be available in the chart immediately," says Stephens. For example, a physician on rounds can conclude her visit with the patient by dictating critical information directly into the patient's chart. When the next physician arrives to the see the patient, even a few minutes later, the first physician's notes are already available in the chart for the second physician's review.

"This workflow has been essential for us," says Stephens, "It's simple for the physicians to open the mobile app from their iPhone or iPads, select the patient, and dictate directly into the patient record. The information is automatically updated and immediately available; we're no longer waiting on transcriptions to come back through the dictation queue."

As a result of this process, Infirmary Health has seen an increase in adoption of the EHR, according to Stephens.

Stephens concludes: "Our adoption was better than I could have ever hoped for, and we were up and running within a week. From an electronic documentation standpoint, I do not believe we would have been able to achieve the same level of success with our physician base had we not been able to use these EHR mobile apps with Nuance speech technology."

About Nuance Communications, Inc.
Nuance Communications is reinventing the relationship between people and technology. Through its voice and language offerings, the company is creating a more human conversation with the many systems, devices, electronics, apps and services around us. Every day, millions of people and thousands of businesses experience Nuance through intelligent systems that can listen, understand, learn and adapt to your life and your work. For more information, please visit nuance.com.

NUANCE