

# UC HEALTH REDUCES TRANSCRIPTION TURNAROUND TIME **BY 66%,** DRAMATICALLY REDUCES COSTS



*"Since implementing Dragon Medical 360 | eScripton at UC Health, the corporate transcription team has doubled its productivity on average with some MTs achieving a three-fold increase in lines per hour."*

—Sherry Doggett  
Director of Corporate Transcription  
UC Health; Cincinnati, Ohio

## CHALLENGE

- Drowning in transcription volume
- Struggling with inefficient process
- Pressure to speed turnaround time
- Increase physician satisfaction
- Meet cost control requirements

## SOLUTION

- Deploy Dragon® Medical 360 | eScripton
- Speech-enable documentation to create accurate, fully formatted draft documents
- Provide MTs with easy-to-use editing tools
- No change to physician dictation style

## RESULTS

- 1,000+ clinicians using Dragon Medical 360 | eScripton
- Doubled MT productivity
- Reduced turnaround time by 73.5%
- Saved over \$7 million in transcription costs

## SUMMARY

In 2001, the corporate transcription department of UC Health (formerly Health Alliance) in Cincinnati, Ohio was drowning from an increased volume of medical transcription. In particular, an increase in Emergency Department dictations added to an already heavy workload.

Pressure was mounting to reduce costs, increase efficiencies, and speed turnaround time of dictated documents. Unfortunately, some clinicians had used other, real-time speech recognition products and were not happy about the way they had to train the system, or dictate in a certain way. UC Health knew that physicians would not want to change their behavior. So they needed to be sure that the chosen solution was, in effect, transparent to the clinicians. And because UC Health is a hospital consortium, and many doctors work and dictate from different sites, the dictation/transcription interface needed to work consistently from any location.

## SPEECH RECOGNITION SOLVES COMPLEX TRANSCRIPTION ISSUE

To solve these complex problems, UC Health chose to deploy Dragon Medical 360 | eScription from Nuance Healthcare.

Dragon Medical 360 | eScription employs powerful background speech recognition technology to convert the spoken word to written text from models developed solely from the medical transcription environment. The software interprets and formats dictations in order to transcribe what a clinician intends to be in a document and not necessarily what is said. And the formatted documents are produced in the style approved by each healthcare organization. The Dragon Medical 360 | eScription MT client software makes the editing process fast and efficient with features like shortcut keystrokes and audio speed controls. The MTs' edits deliver important, automatic feedback that continuously enhances the speech recognition engine, enabling it to provide increasingly better drafts over time.

## SUPERIOR FIRST DRAFT DOCUMENTS

UC Health had a goal to achieve an increase in transcription productivity and to reduce the cost per line. UC Health evaluated the quality of the first draft documents on two dimensions: content and formatting. The team knew that the fewer edits to content or formatting meant a quicker transcription process.

Dragon Medical 360 | eScription proved superior in the first draft documents it produced through its speech processing component. First drafts were correctly formatted and contained highly accurate dictation. Physicians were not required to change the way they dictated. And MTs enhanced productivity with easy-to-use editing tools.

## ENTERPRISE-WIDE SUCCESS

Today, Dragon Medical 360 | eScription is being used in more than 14 specialty groups across the consortium of hospitals and is processing dictation from more than 1,000 clinicians at UC Health.

Turnaround time is now averaging 10 hours, down from a high of 36-40 hours. Since implementing Dragon Medical 360 | eScription, the corporate transcription team has doubled its productivity on average with some MTs achieving a three-fold increase in lines per hour. Moreover, it has decreased the need for external MTs because of the streamlined process. As a result, Dragon Medical 360 | eScription has helped the organization save over \$7 million in transcription costs.

## 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).**