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CASE STUDY

Bronson Methodist Hospital Relies on Dragon NaturallySpeaking Medical Speech Recognition Solution Enables Pathology Department to Reduce Turnaround Time of Critical Patient Reports and Decreases Reliance on Transcription by 95%

CHALLENGE

Improve the efficiency of a large hospital's pathology department by reducing the slow and expensive manual transcription process.

STRATEGY

Use Dragon NaturallySpeaking to document pathology reports as they happen.

RESULTS

Significant reduction in administrative costs and an improved level of customer service. The organization was able to redeploy two transcriptionists to other departments and reassign two others to more value added tasks for the department. In addition, pathology reports are now turned around instantaneously improving patient care.

An important part of healthcare delivery for southwest Michigan, Bronson Methodist Hospital has been providing inpatient and outpatient care from a central location in downtown Kalamazoo for over 100 years. The hospital has a rich heritage, and has never been satisfied to be anything but the best. Their commitment to building a better healthcare network in Kalamazoo and the surrounding region remains strong. The organization just completed a \$181 million redevelopment of the hospital facility which has received numerous national awards for its exemplary design as a healing environment. As the regional healthcare leader, Bronson Methodist Hospital's 343-bed facility is a referral center for nine counties in southwest Michigan and northern Indiana served by a medical staff of 650. Most of the patients who seek care at Bronson are referred by their physician for advanced care or specialty treatment. Bronson is currently listed by both Working Mother and Fortune magazines as one of the 100 Best Companies to Work For.

"The time savings and the efficiency that we have achieved as a result of using Dragon NaturallySpeaking from Nuance have been phenomenal. Our entire staff is using the software and we are very pleased with its ease-of-use, as well as the results. Not only are we able to turn around our dictations instantaneously, but we are able to dictate reports more quickly using the macros within Dragon NaturallySpeaking Medical. In doing so, we can get our pathological findings back to the clinicians quickly so that they can determine the best course of treatment for their patients. All of this adds up to better patient care."

**Jeff Pearson,
M.D., Medical Director of
Bronson's Department of Pathology**

As with most healthcare organizations, Bronson is under tremendous pressure to do more with less. Replacing costly manual processes like transcription with automation technologies is the key to boosting an organization's productivity without adding additional staff. Bronson's Pathology department had relied on a four-person administrative support staff to process dictations. Typically healthcare organizations spend upwards of \$50,000 per year to employ a single transcriptionist. In Bronson's case, this would represent approximately \$200,000 per year in unnecessary administrative overhead. Worse yet, the turnaround time of the

department's reports could take up to 24 hours. Jeff Pearson, M.D., Medical Director of Bronson's Department of Pathology knew there had to be a faster and more cost-effective way for his employees to digitize their reports.



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Dragon Dictation Solutions

Dragon NaturallySpeaking Medical voice recognition software is a proven solution for eliminating traditional transcription. Deploying Dragon NaturallySpeaking saves healthcare organizations thousands of dollars each year by reducing or eliminating manual transcription costs. Tens of thousands of physicians worldwide already use ScanSoft NaturallySpeaking to achieve substantial time and money savings, enabling them to focus on patient care instead of administrative tasks. The software has built-in understanding for more than 300,000 words, and includes 14 pre-made specialty vocabularies, including General Medicine, Pathology, Radiology, Cardiology and Surgery disciplines. Healthcare organizations like Bronson can also easily add their own words to the solution to create fully customized vocabularies. Care providers can take advantage of voice-activated shortcuts, allowing a single word or phrase to automatically populate fields within a document.

Pearson believed in the technology and purchased enough licenses for each employee. Using ScanSoft Dragon NaturallySpeaking Medical, Bronson's entire Pathology department now creates medical reports in real-time simply by dictating clinical notes directly into PCs. Using wireless headsets for added mobility, the pathologists are able to move freely from the cutting room in to the office while dictating for virtually instantaneous transcriptions. In addition, Bronson has created an extensive Macro library of standard report templates with Dragon NaturallySpeaking, which has further increased the efficiency in the department, as pathologists now quickly and easily produce reports simply by speaking a few key words. According to Pearson, *"The time savings and the efficiency that we have achieved as a result of using Dragon*

NaturallySpeaking have been phenomenal. Our entire staff is using the software and we are very pleased with its ease-of-use, as well as the results. Not only are we able to turn around our dictations instantaneously, but we are able to dictate reports more quickly using the macros within Dragon NaturallySpeaking Medical. In doing so, we can get our pathological findings back to the clinicians quickly so that they can determine the best course of treatment for their patients. All of this adds up to better patient care."

Healthcare organizations like Bronson Medical Hospital are reaping tremendous benefits by replacing traditional transcription with speech technologies. The time and cost savings are real and easily attainable. Bronson's implementation covering their entire pathology team was so successful they were able to deploy two of the support staff to other departments within the organization, and the remaining two-person staff is now able to focus on more value-added tasks, such as managing office operations. Since implementing Dragon NaturallySpeaking Medical, the department has reduced its reliance on manual transcription services by 95%, driving down costs and freeing the pathologists and administrative staff to focus on better patient care. For large hospitals to specialty departments to individual practitioners looking to boost productivity and save money, Dragon NaturallySpeaking from Nuance dramatically reduces costs associated with transcribing dictations and other repetitive tasks, freeing up doctors to focus on improving the quality and efficiency of their patient care.

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