

# NUANCE

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## CASE STUDY

### **MSHub Medical Group Relies On Dragon NaturallySpeaking Medical To Boost Their Bottom Line**

Organization Systematically Eliminates the Need for Transcription and Improves Employee Productivity

#### CHALLENGE

Improve the efficiency of a medical group by reducing the manually intensive and expensive process of transferring patient information recorded on paper into digital records with outside transcription services.

#### STRATEGY

Use Dragon NaturallySpeaking to digitize patient encounters as they transpire.

#### RESULTS

Dramatic reduction in costs and an improved level of customer service. The organization saved approximately \$90,000 in transcription costs the first year and anticipates saving an additional \$240,000 by deploying the solution to eight more physicians next year. In addition, doctors and nurses can now immediately provide information from patient encounters to the patient before they leave the office.

The MSHub Medical group in Seattle was founded to help people meet the many challenges they face when dealing with Multiple Sclerosis. MSHub recognizes MS is a condition that affects people in many different ways - physically, emotionally, psychologically and socially. Because of this, the medical team believes in taking a comprehensive approach to treating the whole person - not just one aspect of the disease. Their staff of experienced neurologists have developed a reputation of providing the best medical care and treatments for neurological problems associated with MS. In addition, the group participates in several clinical trials each year and can provide access to promising investigational treatments before they become widely available.

**“Using Dragon NaturallySpeaking saves us an average of \$30,000.00 to \$40,000.00 a year per doctor in transcription fees. Within the next twelve months we plan to add eight more physicians, so the additional savings over the next year will be tremendous.”**

**Bill Lusk,  
System Analyst  
MS Hub Medical Group**

Bill Lusk is a systems analyst at MSHub Medical Group. Like most healthcare providers, MSHub used to spend a lot of money on outside transcription services to digitize patient information. This was both costly and inefficient. Lusk knew they could accelerate the record creation process and save the organization a significant amount of money if their data collection was automated. According to Lusk,

*“One of our doctors worked with a neurologist that was spending close to \$30,000.00 a year in outside transcription fees. We estimated that we could save \$20,000 to \$30,000 per physician per year if we replaced transcription with voice recognition. I had worked with the Dragon NaturallySpeaking product since 1997 so I was familiar with the technology. Initially MSHub looked at many competitive products but I always found that Dragon had the best recognition accuracy and produced the best results for our physicians. Over the years we have stuck with it. Today all of our rendering physicians and nurses use Dragon to create their chart notes. I have one doctor that uses it for live sessions the internet to answer patient questions. The people he interacts with are always*

*amazed at the speed which he is able to respond to their questions. I use the product on a daily basis with Microsoft Word and Outlook and I am not even a doctor."*

The most important feature of any voice recognition program is accuracy. Dragon NaturallySpeaking is the undisputed leader in this area. Each successive version has been improved with an accuracy rate of 99% in the current version. Adds Lusk, *"Dragon's accuracy has definitely gotten better over the years that I've used it, and I'd have to say that with version 8, the recognition right out of the box has been phenomenal. I have been really impressed with it. In fact, I just set up a new physician here with Dragon and he created his very first chart note with absolutely 100 percent accuracy. Dragon has been successful for us because the program is trained to listen to you and relates what it hears to what it has learned over time to end up with fewer and fewer mistakes as a result."*

Switching to Dragon NaturallySpeaking at MSHub Medical Group has had an enormous impact on the organization. Customer service has significantly improved. Doctors and nurses can instantly hand a patient an updated medical record immediately after an encounter. *"I have one physician here that actually dictates the chart note in the room with the patient sitting there, prints it out and then hands the patient a copy right then and there. It really blows some patients away."* More dramatic has been the effect on the medical group's bottom line. *"Using Dragon NaturallySpeaking saves us an average of \$30,000.00 to \$40,000.00 a year per doctor in transcription fees. Within the next twelve months we plan to add eight more physicians, so the additional savings over the next year will be tremendous."*

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**(800) 715-4227**