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CASE STUDY

U.S. Military Landstuhl Regional Medical Center changes Use on to Prescribes Dragon NaturallySpeaking For Transcription

Largest American Hospital Outside of the U.S. Uses Voice Recognition to Increase Efficiency, Improve Patient Care and Reduce Costs

CHALLENGE

Improve the efficiency of a large military hospital by reducing the slow and expensive manual transcription process.

STRATEGY

License Dragon NaturallySpeaking for use at the entire site to document patient encounters as they happen.

RESULTS

Significant reduction in administrative costs and an increase in the amount of time doctors and nurses can spend with patients – drastically improving the overall level of the organization's patient care.

Landstuhl Post is a permanent U.S. Military installation located in the German State of Rheinland-Pfalz. The base houses the largest American hospital outside of the United States, and the only American tertiary hospital in Europe. The hospital provides primary medical care for more than 300,000 American military personnel and their families across Europe. LRMC is a fully accredited health care facility, with approximately 110 physicians, 250 nurses, 40 Medical Service Corps officers, 900 enlisted personnel, and 550 civilian employees. There are 162 beds and neonatal bassinets at LRMC. On average, 16 admissions and 3 births occur each day. Over the course of a month, the facility handles approximately 37,000 outpatient visits and 510 operations.

"Dragon NaturallySpeaking reduces the time and costs associated with manual transcription, while at the same time freeing up our doctors to spend more time with patients."

**Colonel Mike Fravell,
CIO of LRMC**

As with most government organizations, LMRC was actively looking for tools to help reduce hospital overhead and increase the efficiency of the medical staff. Lieutenant Colonel Mike Fravell, CIO of LRMC, knew speech recognition technology had come of

age and could deliver the savings he was looking for. Recent studies document that medical organizations typically spend between \$25,000 to \$35,000 per year for transcription services for each physician. Dragon NaturallySpeaking Medical eliminates the need for transcription by allowing physicians and nurses to dictate directly into their PCs and handheld devices, creating clinical reports entirely by voice instead of by typing. By switching to Dragon NaturallySpeaking LMRC eliminates the need for manual transcription and significantly reduces the cost and turnaround time of creating reports - ultimately improving the quality of its patient care and the speed with which it can be delivered. With unrivaled speed and accuracy, Dragon NaturallySpeaking is designed to allow healthcare organizations to save thousands of dollars per doctor each year and enable them to focus on patient care. According to Fravell, *"We selected Dragon NaturallySpeaking based on the accuracy and speed with which our physicians can document clinical notes, and the proven cost savings that we know speech recognition delivers."*



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Dragon Dictation Solutions

Because Dragon NaturallySpeaking functions as a stand alone PC dictation application, it is compatible with any Windows® program. The solution has a built-in understanding of more than 300,000 words, and includes pre-made vocabularies covering terms found in 14 different specialty areas, including General Medicine, Pathology, Radiology, Cardiology and Surgery disciplines. Healthcare organizations can also easily add their own words to the solution to create fully customized vocabularies. Its versatility allows it to work “out of the box” without the need for any separate interfaces to many popular back office patient record and information storage systems. Using Dragon NaturallySpeaking for front-end speech recognition is the fastest way to enter clinical data into electronic medical record (EMR) systems and delivers the greatest reduction in transcription processing costs. LMRC purchased a site license and uses Dragon NaturallySpeaking to speed up the staff’s repetitive daily tasks with macro commands to insert standard text, clinical progress note boilerplates and

other information into patient files as they are working with each patient. Streamlining these processes allow individual employees to become more productive and simultaneously increases their focus on the most important thing – the care of each patient. By using Dragon NaturallySpeaking to reduce reliance on transcription services, the hospital can enjoy a significant cost savings, provide better patient service and improve the turnaround time of critical information. Adds Fravell, *“Dragon NaturallySpeaking reduces the time and costs associated with manual transcription, while at the same time freeing up our doctors to spend more time with patients.”*

The benefits of speech recognition software for the healthcare industry are clearly tangible. LRMRC is the latest of several large healthcare organizations that have deployed Dragon NaturallySpeaking and found that the reduction in transcription costs pay for the software within a few weeks.

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(800) 715-4227