



## Dragon® Medical

University of Rochester Medical Center's Primary Care Network Uses Dragon Medical with their Enterprise EHR from Allscripts® to Obtain Significant Improvements

**Two hundred providers from the University of Rochester Medical Center (URMC), Rochester, NY, a tertiary care academic medical center with multiple facilities, currently use Dragon Medical, from Nuance® within their Enterprise EHR, from Allscripts®. Providers are now able to easily document patient encounters using narrative dictation coupled with Enterprise EHR's template technology, making for a complete patient record. Document turnaround time has been greatly enhanced, and transcription cost savings have been substantial.**

### Challenges Pre-Dragon Medical

Prior to implementing Dragon Medical speech recognition, providers at URMC fully relied on a traditional transcription method, whereby providers would dictate either into a telephone or cassette tape. The audio would then be sent to transcription to be typed, often not seen again by a provider for several days. "Turnaround time was routinely a concern, particularly in primary care with patient return visits occurring prior to the documentation getting back," said Dr. Betty Rabinowitz, Primary Care Internist. "Not having patient notes in the appropriate charts at point-of-care affected our workflow and created significant difficulty with cross-coverage and ongoing patient care," said Dr. Rabinowitz. Additionally, traditional transcription was occasionally unreliable. "On several occasions I had the 'excruciating' experience of the transcription department losing a tape with 60 patients' notes and having to redictate those notes," she said.

In addition to the slow turnaround time, the rising cost of transcription was also a major issue. The overhead associated with transcription coupled with additional costs of managing paper documentation were ever-increasing expenses at URMC which needed to be quelled. Once it was decided that an ambulatory electronic health record would be implemented at URMC,

### Highlights

- 200 providers use Dragon Medical within Enterprise EHR.
- Patient documentation is now completed in real-time.
- Many providers who were spending thousands of dollars on transcription annually are now spending \$0.
- Goal to save \$2 million in annual transcription expenses is expected to be achieved in the near future.
- Average speech recognition accuracy rates exceed 98%.
- Many more providers will begin using Dragon Medical within the next 9 months.



**Dr. Betty Rabinowitz, Primary Care Internist,  
University of Rochester Medical Center**

providers realized that using Dragon Medical to dictate directly into their EHR would offer just the solution they needed to fully alleviate their transcription challenges in terms of turnaround time and costs. Furthermore, interface challenges between multiple small transcription services vendors and the Enterprise EHR system solidified the decision to roll-out Dragon Medical on a broad scale.

### Documentation Goals

The ultimate goal URMC set was to find a cost effective, accurate, and timely manner in which to document clinical activities and patient care delivery. They knew a feature-rich and user-friendly EHR, such as Enterprise EHR, was a necessity. URMC wanted to ensure that they fully leveraged their EHR investment, so decided to implement speech recognition in conjunction with Enterprise EHR, resulting in a hybrid form of documentation that optimizes the benefits of both technologies. The objective was to use Enterprise EHR for documenting the discrete, codified parts of the patient encounter and use speech recognition for the narrative, descriptive portions of the patient notes.

Dr. David Krusch, Chief Medical Information Officer, ascertained that through the combination of Enterprise EHR and Dragon Medical, transcription costs could be virtually eliminated for many providers. Of the \$4 million spent annually on transcription prior to implementing Enterprise EHR and Dragon Medical, Dr. Krusch estimated that half of this expense would be eliminated.

*“Ease of use and adoption were phenomenal.”*

### Ramp Up

Although many providers had some apprehension regarding adopting Dragon Medical, they were brought up to speed rapidly once the technology was deployed. “Very little preparation was needed prior to adopting Dragon Medical. We set aside time for a two hour training session, but there was nothing else to do or prepare,” said Dr. Rabinowitz. For most providers, a two hour training session was all they needed to become comfortable with Dragon Medical. Dr. Rabinowitz mentioned that shortly after implementation she was 100% reliant on Dragon Medical. “Ease of use and adoption were phenomenal,” said Dr. Rabinowitz. She continued, “What was striking to me was the absence of a significant ramp up time.”

*“I believe that the electronic health record industry isn’t ready to be textless...”*

### Results

Dr. Krusch attributes the dramatic adoption of Enterprise EHR, in part to Dragon Medical. “I believe that the electronic health record industry isn’t ready to be textless,” he said. Therefore, he believes Dragon Medical is a necessity to strongly consider during an EHR implementation. “A provider’s thought process can’t be wholly expressed with templates,” said Dr. Krusch.

Providers at URMC are thrilled with the real-time documentation they are able to conduct. Narrative reports are extremely accurate, and macros available within Dragon Medical offer significant dictation time savings. Average speech recognition accuracy rates exceed 98%. “I am now a year into Dragon Medical and it is absolutely second nature,” said Dr. Rabinowitz. The seamless process of creating documentation has been well received by physicians at URMC. “An asynchronous process becomes synchronous with Dragon Medical...When I close the note, I’m done, period,” said Dr. Krusch.

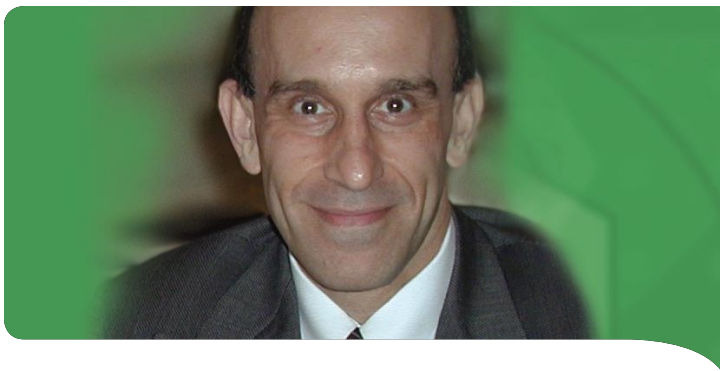
Additionally, the URM C primary care network has seen a substantial reduction in transcription costs in the last 6-12 months since the active implementation of Enterprise EHR along with aggressive adoption of Dragon Medical. "Personally, I was spending several thousands of dollars a month on transcription. In the last year my transcription costs have been \$0, as have been those of our entire group," said Dr. Rabinowitz. Similar savings have been seen across the entire primary care network, and Dr. Krusch expects these savings to be significant within the next 9 months, as many more providers adopt Dragon Medical.

### Inevitable Success

Dr. Krusch feels that with the adoption of Enterprise EHR and Dragon Medical, URM C has attained high patient safety standards, better access to clinical documentation, enhanced efficiency, and significant cost savings.

Dr. Rabinowitz indicated that offering Dragon Medical as part of an EHR implementation process has worked very well for URM C's primary care network, creating a nucleus of early adopters who are doing extremely well with the technology. She indicated that this has allowed the adoption process at URM C to take on a "momentum and a life of its own".

*"Dragon's success is inevitable."*



Dr. David Krusch, Chief Medical Information Officer,  
University of Rochester Medical Center

**Challenge:** To replace a completely paper-based system with an electronic health record, coupled with a speech recognition solution to attain high patient safety standards, better access to clinical documentation, enhanced efficiency, and significant cost savings.

**Solution:** Implement Enterprise EHR and Dragon Medical, offering providers a hybrid approach of template and narrative document creation.

**Results:** 200 providers currently use Dragon Medical within Enterprise EHR to complete patient documentation in real-time; several more providers are expected to be using within the next 9 months. Substantial transcription cost savings have been achieved, and the initial goal to save \$2 million in annual expenses is expected to be achieved in the near future. Average speech recognition accuracy rates exceed 98%.

Dr. Rabinowitz suggested that the best way to facilitate adoption of Dragon Medical is to allow current users to spread the word, and other users will undoubtedly follow. "The software works outstandingly. It interfaces smoothly with the EHR. It is affordable, replacing highly expensive transcription services use... Dragon's success is inevitable," she said.

Dr. Rabinowitz, Dr. Krusch, and their colleagues plan to roll out Dragon Medical to many more providers in their network in the coming months, as they chase their goal of eliminating \$2 million in annual transcription expenses.

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