

QUALITY ASSURANCE THROUGHOUT THE DOCUMENTATION WORKFLOW



Dragon Medical 360 | eScription Quality Management

Technologies and Workflows Designed
to Create the Highest-Quality Documentation
for Healthcare Organizations

CHALLENGE:

How can we manage our clinical documentation creation process to maximize quality while containing costs and ensuring patient confidentiality?

SOLUTION:

Dragon® Medical 360 | eScription employs technology and quality assurance workflows throughout the document creation process to help your organization produce the highest-quality documents possible.

In the latest release of Dragon Medical 360 | eScription, Nuance Healthcare has expanded the quality management capabilities to help you better manage your transcription process, whether in-house or outsourced. The quality tools and workflows in Dragon Medical 360 | eScription eliminate the need for third-party quality-auditing systems.

From dictation and speech recognition to quality assurance and distribution, Dragon Medical 360 | eScription provides an array of tools that will help your organization produce the best possible clinical documents.

KEY BENEFITS

- Improves document quality
- Improves QA productivity
- Reduces turnaround times
- Reduces costs
- Improves MT skills
- Ensures QA security
- Enables insight into the quality process
- Helps you manage your MTSO's quality

KEY FEATURES

- Advanced speech recognition
- EditScript™
MT transcription client
- Validation rules
- Security groups
- QA review document scoring
- Document correction workflows
- QA reporting

ADVANCED SPEECH RECOGNITION

The AutoScript™ speech recognition engine is unique to Dragon Medical 360 | eScription and was designed specifically for medical transcription. In addition to providing industry-leading speech recognition, AutoScript is able to interpret ambiguous statements by dictators and format documents into drafts that medical transcriptionists can edit rather than type. Since more than 90% of documents dictated into Dragon Medical 360 | eScription get processed into drafts, this has the effect of increasing standardization, usability for clinicians, and quality.

EDITSRIPT MT TRANSCRIPTION CLIENT

The EditScript MT software was designed by watching and working with Medical Transcriptionists (MTs) to understand their work styles and needs. A patented two-cursor system allows MTs to efficiently edit and review concurrently in two different parts of the same

document, while a document information header and powerful search capabilities put information literally at the MTs' fingertips, helping them focus on reviewing the documents rather than transcribing them.

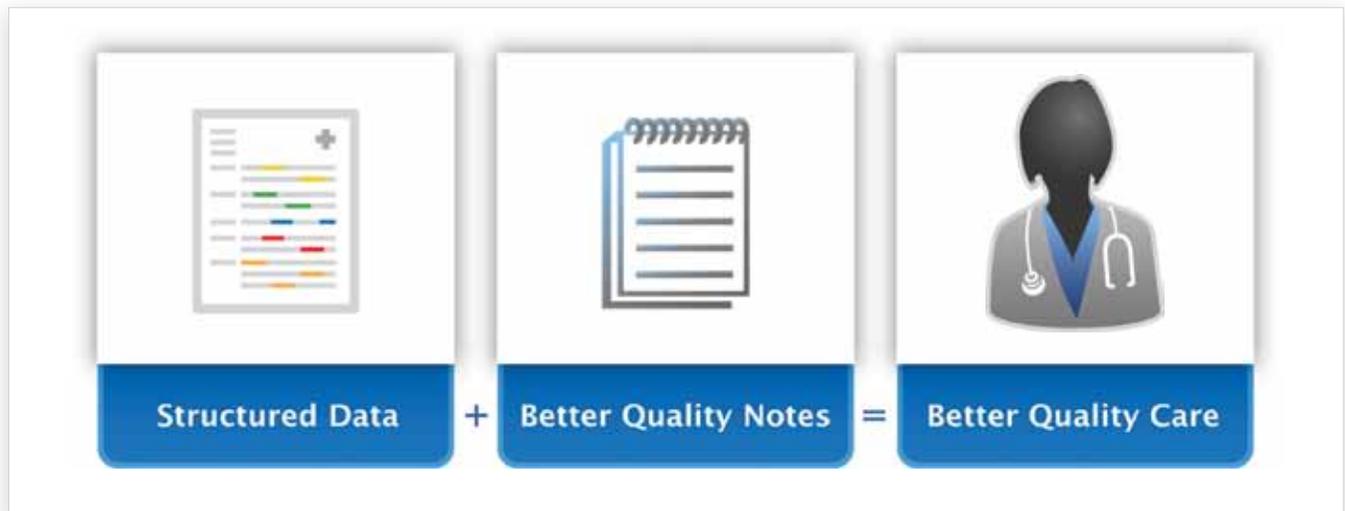
VALIDATION RULES

Validation rules allow healthcare organizations to create automated checks that detect deficiencies in documents and send them to QA groups for correction. For example, if a document has missing demographics or has blanks where part of the clinician's dictation is incomprehensible to either AutoScript or the MT, Dragon Medical 360 | eScription will prevent that document from being distributed or signed and will send it to QA.

SECURITY GROUPS

Security groups within Dragon Medical 360 | eScription define what types of documents MTs can view,

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Dragon Medical 360 | eScription

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QUALITY ASSURANCE

as well as which specialties the MTs will receive in their work queues. Security groups can also be used to define groups of MTs, such as new employees or MTs that are being trained on new specialties, to receive special QA attention.

For example, all new MTs might have 100% of their documents sent to supervisors for review until administrators are confident of their skill and the quality of their documents. In their life cycles: when the MT first edits it, whenever a document is in the correction queue, and when the final version is signed and distributed. This allows administrators to provide scores and feedback to individual MTs, QA groups making corrections, or the overall transcription department or MTSO. QA review scoring can also be conducted while QA personnel are correcting errors within a document, greatly increasing the efficiency and accuracy of the document-scoring process.

QA REVIEW DOCUMENT SCORING

Dragon Medical 360 | eScription provides administrators with a robust, integrated system for scoring the quality of documents and giving feedback to MTs to encourage improvement. Documents can be reviewed and scored at multiple points in their life cycles: when the MT first edits it, whenever a document is in the correction queue, and when the final version is signed and distributed. This allows administrators to provide scores and feedback to individual MTs, QA groups making corrections, or the overall transcription department or MTSO. QA review scoring can also be conducted while QA personnel are correcting errors within a document, greatly increasing the efficiency and accuracy of the document-scoring process.



DOCUMENT CORRECTION WORKFLOWS

Dragon Medical 360 | eScription allows organizations to define standardized reasons for sending a document to QA that MTs can quickly select from a list. This increases productivity and reduces ambiguity in the correction process. The standard reasons can also be used to route documents in sequence to specialized correction teams. For example, a document being edited by an MTSO might have a blank space caused by a difficult-to-understand word in the dictation as well as missing demographics. The system can be configured so that the MTSO's QA team will see the document first, with a clear note that they have to fix the blank text. Once the first error has been corrected, the document is routed to the hospital's demographics QA team. The hospital's QA staff never have to review errors that aren't relevant to their skills, eliminating wasted time and reducing turnaround times.

QA REPORTING

Dragon Medical 360 | eScripton provides detailed QA reports that administrators can use to understand the performance of their transcription staff, the quality of documents provided by MTSOs, the kinds of errors that are being found, and what types of documents or dictating clinicians have the most problems. This data gives administrators actionable metrics with which to drive QA efforts at their organizations.

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.