

# TEXAS HOSPITAL CUTS COSTS, INCREASES EFFICIENCY BY 90%



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—Dr. Paul Staveteig  
Radiologist  
Texas Radiology Associates

## CHALLENGE

- Increase efficiency and referring physician satisfaction
- Enable staff to quickly complete reports using self-editing capability
- Realize overall reporting efficiency and cost savings

## SOLUTION

- Deploy PowerScribe 360 | Reporting to multiple facilities
- Utilize enhanced voice recognition and self-editing
- Significantly increase reporting efficiency

## RESULTS

- Saved up to \$60,000 per year in transcription costs
- Increased referring physician satisfaction
- Turnaround time for 80% of reports reduced from 12 hours to less than 30 minutes

## SUMMARY

Texas Radiology Associates (TRA, [www.texasradiology.com](http://www.texasradiology.com)), based out of Plano Texas, has been providing professional radiology services to the North Dallas community since 1972. In February 2011, Texas Radiology Associates took over the radiology contract at Texas Health Presbyterian-WNJ (formerly Wilson N. Jones Hospital). Prior to TRA, Wilson N. Jones radiology department used a traditional dictaphone transcription system. TRA's challenge was to increase efficiency and physician satisfaction by enabling radiologists to quickly complete signed radiology reports using self-editing capability. TRA updated the hospital radiology department, resulting in savings of up to \$60,000 per year in transcription costs.

TRA's success is due in part to its acquisition of PowerScribe® 360 | Reporting from Nuance® Healthcare, which it implemented in an effort to reduce the hospital's 24-hour average report turnaround time. The hospital had long considered using voice recognition, and when TRA offered to replace its transcription service with all that PowerScribe 360 | Reporting had to offer, administrators were excited about the prospect of cutting costs and adding efficiency at the same time.

## IMPLEMENTATION

TRA integrated PowerScribe 360 | Reporting solution with the hospital PACS/RIS system. The report turnaround times decreased dramatically and referring physician satisfaction has increased. The hospital realized a significant cost savings by eliminating their transcription staff and going to 100% self-edit. “Both the hospital and TRA are extremely happy with PowerScribe 360 | Reporting,” said Dr. John Kim, a TRA radiologist. “Voice recognition technology is extremely efficient.”

Dr. Paul Staveteig, also a radiologist, agreed. “PowerScribe 360 | Reporting combines the best features from several other voice recognition products,” he said. “It has allowed us to dramatically improve our professional radiology service.”

## IMPROVED PHYSICIAN SATISFACTION AND FINANCIAL OPERATIONS

PowerScribe 360 | Reporting generates 60,000 reports per year. Following implementation, success was swift. The system saved \$4,000-\$5,000 per month in transcription costs and up to \$60,000 annually, 90% of reports are completed within two hours, and 80% are completed within 30 minutes. Contributing to efficiency is PowerScribe 360 | Reporting’s self-editing feature, which has speeded overall reporting and increased referring physician satisfaction. “Our radiologists knew the capabilities of voice recognition, and everyone has been pleased,” Kim said. “Efficiency is up, savings are high, and everyone is happy with PowerScribe 360 | Reporting.”

## 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.

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