

CARLE **ELIMINATES COSTS** AND PRESERVES JOBS BY OUTSOURCING AND ONBOARDING



"Nuance knew what they were doing. Their team worked with our team to make sure everything was covered and that staff had the best deal we could give them."

—Tricia Truscott, HIM Director
Carle Foundation Hospital
Urbana, Illinois

CHALLENGE

- Drive down documentation costs
- Preserving employment for former transcription staff

SOLUTION

- Outsource transcription to Nuance Transcription Services
- Preserve employment through Nuance's onboarding process

RESULTS

- Lowered costs while maintaining quality
- Turnaround times reliable and within contract
- 21 jobs preserved through onboarding

SUMMARY

Based in Urbana, Ill., the Carle Foundation is the not-for-profit parent company comprising Carle Foundation Hospital and Carle Physician Group. The hospital is a 325-bed Level-I Trauma Center, and the primary teaching hospital for the University of Illinois College of Medicine at Urbana-Champaign. The Carle Physician Group is a 350-physician group practice serving more than 200,000 patients annually; and Health Alliance Medical Plans.

In an ongoing effort to reduce transcription costs, Carle realized that they could further reduce costs by eliminating their in-house transcription in favor of outsourced labor.

The challenge: saving costs through outsourcing while preserving employment for Carle's transcriptionists.

Carle's solution: Outsourcing transcription and onboarding transcriptionists to Nuance Transcription Services.

BACKGROUND

In 2005, Carle implemented Nuance Healthcare's Dragon® Medical 360 | eScript™ to reduce costs and handle the increased transcription volume caused by an EHR implementation. The solution's efficacy over time led Carle's management to go even further to save costs by eliminating in-house transcription. In 2011, Carle began evaluating outsourcing as a way to eliminate transcription infrastructure and reduce transcription costs.

This posed a dilemma: How could Carle streamline their transcription costs further without threatening the livelihood of its MTs? The choice was Nuance Transcription Services, which provided outsourcing with onboarding, taking on both the work and Carle's in-house staff. Onboarding provides a dual benefit: It preserves jobs and it maintains continuity by allowing experienced editors to continue working on Carle's documentation.

And if Carle's volume decreased, its former staff would work on other Nuance clients' accounts. "Nuance Transcription Services allowed us to capitalize on the voice recognition software and interfaces we already used. We were already partnered with Nuance in many ways – this was an extension of that partnership," said Tricia Truscott, Carle's HIM Director.

MANAGING THE TRANSITION

A team comprising Nuance operations and Carle HIM and human resources met twice a week to develop the onboarding plan. Then at a joint meeting with staff, Carle announced the onboarding plan, and presented staff with new PCs and software for at-home use. Of the 28 Carle staff given the opportunity to onboard to Nuance, 21 chose to do so; the other seven retired or took other positions. Nuance transitioned the 21 transcriptionists, providing full benefits immediately.

RESULTS

Carle went live with Nuance Transcription Services on November 14, 2011, without impact to the providers. Document quality and turnaround times were maintained during and after the transition. To ensure ongoing success, Carle tracks metrics daily on such issues as incoming and pended dictations, turnaround time and onboarded staff retention.

"To decrease transcription costs, onboarding was a viable solution for Carle," said Truscott. "Lots of preparation along the way led to a smoother transition, and collaboration between Carle and Nuance was essential in this endeavor."

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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