

MAINE MEDICAL CUT COSTS BY OVER **\$5 MILLION**, DOUBLES PRODUCTIVITY



"Dragon Medical 360 | eScription has saved Maine Medical over \$5 million since implementation while streamlining document distribution and improving the quality of service, all while being entirely transparent to our clinicians."

—John Heye, Vice President of Finance and Chief Financial Officer, Maine Medical Center
Portland, Maine

CHALLENGE

- Increasing demand for transcription services
- Need to control costs

SOLUTION

- Implement Dragon Medical 360 | eScription

RESULTS

- Doubled MT productivity
- Saved more than \$5.1 million
- Streamlined transcription workflow and distribution process

SUMMARY

A 667-bed teaching hospital serving southern and central Maine and a major referral center for northern New England, Maine Medical Center is the largest hospital in the state.

Several years ago, growing demand across medical groups in its multi-location campus was straining the organization's existing transcription system. Staffing issues, recruitment challenges and rising labor costs for medical transcriptionists (MTs) were making it difficult to handle the increasing demand for transcription while controlling costs.

In 2000, Maine Medical Center implemented Dragon® Medical 360 | eScription™ from Nuance Healthcare, for computer-aided medical transcription (CAMT).

ENTERPRISE-WIDE IMPROVEMENTS

Today, Dragon Medical 360 | eScription software processes dictation from almost 1,000 clinicians at Maine Medical Center; over 85 percent of the work is edited rather than transcribed.

The solution supports numerous specialties and work types. “We are processing more than 60 work types for over 15 different locations and customer/business entities across the Medical Center. This ranges from the traditional inpatient hospital reports, to our psychiatric facility, to all our clinics, and our physician office practices,” commented Jefferson Howe, MS, CMT, HIM Director.

In addition, with Dragon Medical 360 | eScription, the organization has been able to centralize all outpatient transcription across the system and document quality is even better than it was before. Turnaround time and overflow management have both improved.

INCREASED PRODUCTIVITY

The staff of 13.5 FTEs edits the draft documents, outsourcing overnight and overflow editing. “We have experienced double the productivity compared to regular transcription modalities,” stated Beth Tribelhorn, CMT-R, Transcription and Chart Completion Manager at Maine Medical Center.

Thanks to the improved productivity, Maine Medical Center can both handle the additional transcription demand and reduce the volume of outsourced transcription.

EASY-TO-USE INTERFACE

Dragon Medical 360 | eScription provides a familiar Microsoft Word®-based MT interface. In addition, several productivity features, such as shortcut keys and audio controls, facilitate the editing process. “The system is easy to use, functional in design, and requires relatively little training before an employee is productive,” said Tribelhorn.

Web-based, Dragon Medical 360 | eScription eliminated software purchases and let the organization replace on-site staff with more

“Our MTs now prefer editing, both because it is less straining physically and because it values MTs’ medical language knowledge more than their typing. Our success is about the willingness of our MT staff to embrace the technology and continue to work with it to become more productive.”

—Beth Tribelhorn, CMT-R, Transcription and Chart Completion Manager, Maine Medical Center

remote MTs. “Our cost-savings model involved reducing the use of outsourced MTs for overflow work as our internal MT staff became increasingly productive,” stated Howe.

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.