



## Southern Maryland Hospital Improves Turnaround Time and Productivity with TA+ Powered by SpeechMagic

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**Cornelius, NC** Arrendale Associates, Inc. (AAI) announces that Southern Maryland Hospital, a 356 bed facility in Clinton, Maryland, has reduced costs by 23% and improved turnaround times for radiology transcripts by 30% since adding Automatic Speech Recognition (ASR) to TA+ in July 2009. TA+ Powered by SpeechMagic is the automatic speech recognition component of Arrendale's TA+ platform, an end-to-end solution for voice capture, workflow management and electronic signature. Arrendale utilizes Nuance Healthcare's SpeechMagic, due to its world wide popularity and successful track record.

Southern Maryland Hospital, with its radiology turnaround time averaging 6 hours before adding ASR, has improved the average time for dictation through transcript delivery to less than 4 hours. Southern Maryland's radiologists, dictating over 6,000 tests per month and using TA+ electronic signature, did not alter their dictation habits with the addition of back-end ASR. Lou Mavromatis, Vice President Information Technology at Southern Maryland, comments, "Arrendale's speech recognition software works well in our HMI PACS environment. Radiologists did not have to change workflow; they initiate each dictation from within PACS and are able to edit and sign transcripts more quickly. I think it is important to note that this will enable us to integrate voice/speech recognition to an EMR and enable efficient physician workflow for H&P's, progress notes, consults, and discharges."

Both radiologists and correctionists have realized greater efficiency due to the TA+ Powered by SpeechMagic installation. Cindy Parkinson, Southern Maryland Transcription Manager explains, "My staff of transcriptionists, now trained as correctionists, each average 400 more lines per day than before installing TA+ Powered by SpeechMagic. This 26% increase in efficiency translates into real cost savings for us. The learning curve for me and my team was just as Arrendale had predicted, with productivity gains slow in the first few weeks, but dramatic improvements by the ninety day mark. With our best radiology dictators we hardly have any corrections now. TA+ lets me send speech recognized transcripts straight to their e-signature queue, bypassing my transcription staff altogether."

The system's reporting allows managers to monitor ASR usage by physician, by worktype and by department, tracking each physician's speech recognition improvement rates over time. "Due to the success of radiology speech recognition, we are adopting the TA+ ASR process within specialized areas such as ICU and infectious control. Previously, these specialists were using handwritten notes. Now having their progress notes on-line leads to better physician communication. I'll be adding additional physicians in the next few months," comments Cindy Parkinson. Delbert Arrendale, President of Arrendale

Associates, concludes, “TA+ speech recognition technology, when coupled with the TA+ physician desktop and correctionist workflow, is proving to be a great tool for improving patient care while providing tangible cost savings for a real ROI.”

Arrendale Associates, a healthcare engineering and software development company, provides comprehensive medical transcription solutions in North America, Europe, Asia and the Caribbean. Since 1989 Arrendale engineering has developed and implemented software systems for dictation, voice file workflow, speech recognition, transcription, electronic signature and document management. AAI’s A+Network MTSO Affiliation program provides integrated medical transcription outsourcing and TA+ solutions for hospitals, clinics and physician practices. AAI customizes its products to meet the unique needs of each client with the engineering and interfacing proficiency required by today’s healthcare community. More information about the TA+ platform and TA+ Powered by SpeechMagic ASP and onsite solutions is available at [www.aaita.com](http://www.aaita.com) or by calling (800) 344-1323.

