

CLARK MEMORIAL GAINS PRODUCTIVITY WITH INTEGRATED DICTATION & TRANSCRIPTION SYSTEMS



Clark Memorial
Hospital

Jewish Hospital Health Network Partner



Clark Memorial Hospital

Location: Jeffersonville, IN
Number of Beds: 241
Annual Volume: 4.2 Million Lines
Departments Using TA⁺ :
• Medical Records
• Radiology
• Pathology
• Cardiology
Additional Facilities Using TA⁺ :
• Southern Indiana
Rehabilitation Hospital
• Primary Care Office



VICKIE SOUTHERLAND, RHIT
"Our Primary Care Offices are so excited that we are now able to offer them transcription services. One of the physicians commented yesterday that by dictating his office notes he has been able to see more patients."

Background

Clark Memorial Hospital, Jeffersonville, Indiana, is a 241 bed comprehensive medical center serving both sides of the Louisville, Kentucky and Indiana border. When Vickie Southerland, RHIT, came on board as Transcription Manager in 2006, she found a variety of systems and products being used to handle the annual production of over four million lines of transcription. A staff of hospital medical transcriptionists working from home provided about 60 percent of the transcription production, with the balance being outsourced to a major provider. A ten-year-old transcription system and similarly-aged dictation system, from separate providers, handled the workload, but Vickie quickly realized that consolidating dictation, hospital transcription, outsourced transcription services and document management under a central system would improve the effectiveness of her transcriptionist team and of the HIM leadership. Vickie's goals to justify a new system included:

- Provide web access so that managers could work more productively from home
- Improve efficiency of managers, transcriptionists and support staff on day to day tasks
- Reduce the number of vendors so that products and outsourcing would work together
- Reduce costs, including overtime for transcription staff
- Enhance physician satisfaction while updating dictation and transcription systems

After Clark's evaluation committee decided to move forward, Arrendale's TA⁺ was selected to replace disparate dictation and transcription systems. In conjunction, a new transcription outsourcing agreement was signed with A⁺Network, an arm of Arrendale Associates, to utilize integrated outsourcing.

Tight Timeline

The Clark Memorial and Arrendale teams moved quickly to begin the implementation process after the contracts were signed in early July 2007. HIM Team Leader Erin Winebrenner provided an absolute timeline based on the upcoming due date of her first born. To be successful, the TA⁺ Go-Live needed to happen mid-September 2007, just nine weeks after contract signing. Erin's responsibilities included delivering on-time and not early! Both mother and baby cooperated, allowing Erin, Vickie's dedicated assistant,



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several weeks to become comfortable with the new system before her twelve week maternity leave began in late October. Weekly conference calls kept the project moving with Arrendale providing a detailed implementation plan, interface resources and remote server installation. All systems met the Go-live goal the week of September 10, 2007 including the new dictation system for all departments, new transcription system for HIM and the affiliated rehabilitation hospital and integrated A+Network transcription service - all with minimal disruption for the dictators.

Web Access to Dictation and Transcription Activity

Both Vickie and Erin love the remote access that the system provides through Clark's own secure TA+ website. Erin returned from maternity leave in January 2008 and now works part-time from home. She is just as effective from home since she now has the ability to see which transcriptionists are online at any given time. Erin and Vickie watch system activity, search for needed reports, review statistics and handle any and all STATs quickly. TA+ includes a Job Monitor that categorizes up-to-the-minute turnaround details, allowing Clark's HIM management team to see the

day's progress and to decide how much outsourcing to assign to A+Network before going home. Vickie also appreciates that she has been able to work from home during a few unplanned school snow days, instead of scrambling to make child care plans for her family. Clark's information technology staff is thankful that no special software is required for TA+ remote users, relieving them of a previous burden.

Integration of Voice and Text

Adding to the system's efficiency is the integration of voice and text. Since TA+ automatically adds time and date of dictation and time and date of transcription to all reports, transcriptionists save several steps per document. Transcriptionists can now view the progress of each voice file by watching the media player bar at the top of their screen. There are fewer set up screens than before, since the dictation job number no longer needs to be selected and entered, allowing actual transcription to begin faster. Previous to TA+, dictations were received by the outside service straight off the older equipment, without regard to work type or turnaround requirements. Before the TA+ install, there was no way to prioritize consults, operative reports and history and physical reports ahead of discharge summaries on the outsourced work. With

An Editor's Perspective from Tammy Wisehart,

Clark QA Editor

Tammy's Favorites:

1. *Being able to quickly find an older, similar report when filling in a blank. Tammy will often research previous reports of the same work type by the same physician to resolve unclear dictation. She then listens to the attached voice file to check for common phrases.*
2. *Even though she spends most of her time editing, Tammy likes the Text Replacement of Transcribe+. She has entered lab data, long headings and physician titles in her personal replacement file to increase her efficiency.*
3. *Navigation simplicity. Tammy finds TA+ easy to use - especially the tool bar, option to view or hide headers and choice of background colors.*
4. *The ease of use for Normals increases Tammy's speed. Many Clark physicians use Normals in their Operative Note worktypes, which are easy to select since TA+ displays the Normals appropriate to that physician and that worktype only.*
5. *While editing, Tammy saves time with TA+ when a document contains more than one exception since the system marks the spot in both the voice file and the text. She doesn't have to listen to the entire voice file, but clicks from one exception directly to the next.*

Tammy sums it up by saying, "I think TA+ is extremely user friendly and is a program that any transcriptionist would love to use."



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Dictate⁺ installed, Vickie views dictation activity from the TA⁺ application in her office and on weekends at home, intervening when the system shows that turnaround times are getting close. She controls priority levels by work type for the outsourcing as well as for Clark's internal production since both groups of transcriptionists are using TA⁺.

Finally, Automated Quality Review

Vickie and Erin immediately automated their quality assurance procedures after the TA⁺ install. Now, thanks to the TA⁺ bookmark feature, they can 'jump' between blanks in reports that are flagged for editing. Better yet, the voice file automatically plays at each blank that was marked as troublesome by the initial transcriptionist. This saves substantial amounts of time since the editor does not need to listen to an entire voice file to find and correct a blank midway into a transcribed report. One of Vickie's goals for 2008 is to implement passive or 'behind the scenes', quality assurance procedures to review the work of Clark's transcription staff. The TA⁺ system lets her select a percentage of work to review for each transcriptionist, based on Vickie's knowledge of each one's skill level. The A⁺Network quality editors can send outsourced jobs to the Clark quality editors, if A⁺Network is unable to resolve an exception created by one of the Affiliate transcriptionists, enabling Clark to maintain their high standards.

Physician Satisfaction

Perhaps the highest compliment to the vendor of a new dictation system is that the dictators hardly noticed a change. Such was the case at Clark when Dictate⁺ replaced an outdated system. HIM staff, on the other hand, appreciate the ease of viewing dictation details from the web and Clark's IT staff enjoys great dictation system reliability.

Dictators hear the same prompts that they have been accustomed to, but like the fact that they can now leave a job in an incomplete status, to finish at a later time or date. Cardiology dictators and the offsite radiologists have found the Recorder⁺ handmike application to be easy to use while dictating from their PC. Pathologists have their special dictation needs met by using compatible foot-controlled dictation stations in the gross room, at the microscope and autopsy.

Vickie has been able to increase Clark's transcription production without adding more transcriptionists and to accommodate an affiliated physician group that had been waiting to utilize the hospital's transcription department for their own dictation. Primary Care Office, a physician group with multiple nearby offices, began dictating in January 2008, after being set up as the third facility in Clark's multi-entity TA⁺ system. Vickie was able to easily create templates for the Primary Care reports and to teach their office staff how to use the TA⁺ system. Vickie comments, "Our Primary Care Offices are so excited that we are now able to offer them this service. One of the physicians commented yesterday that by dictating his office notes he has been able to see more patients". System users at each of the three facilities, Clark Memorial, Southern IN Rehabilitation Hospital and Primary Care, are only allowed to see reports for their own patients. Authorized 'super' users, such as Vickie and Erin, are permitted to see all system reports for any of the facilities.

Reduced Costs

By combining dictation and transcription systems with the same vendor, Clark Memorial has eliminated the annual support expense for a separate dictation system without increasing the transcription system support expense. The improved reliability



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of the dictation system allows everyone to be more productive, avoiding every hospital's nightmare of dictation system failure. Since the TA+ system requires only one server for dictation and one server for transcription, hardware costs were minor. The transcription server handles sophisticated printing and faxing by work type to nursing floors, physician offices and the rehabilitation hospital without additional hardware. By controlling transcription outsourcing, Vickie is able to utilize these dollars wisely and control overtime for her own transcription staff as the hospital census fluctuates.



Erin Winebrenner, HIM Team Leader

Summary

Within weeks after the installation at Clark, Vickie has grown to rely on TA+ and checks the Job Monitor several times per day to quickly gauge overall dictation and transcription activity. Arrendale has modified the system to adapt to a few specific interface needs at Clark so that transcripts flow smoothly from TA+ to Clark's Sovera repository system. Erin saves time when searching for a needed job since the system contains many different search criteria options. Erin sums up her opinion of the TA+ system by saying, *"The functions are very user-friendly and Arrendale Support has been exceptionally helpful in adjusting the functions and user reports to meet our needs and preferences."*

Clark Dictation Input



Department

HIM Dictators
Radiology Outside Studies
Pathology
Cardiology
Physician Offices
S. IN Rehab Hospital

Type of Dictation

Standard Telephone
Recorder+ Handmikes
Hands free Telephones & Foot pedals
Recorder+ Handmikes
Standard Telephone & DVRs
Standard Telephone



Dictate+ Features

- MP3 file formats for utmost voice clarity
- PRI digital circuits (T1 line) option for speed and advanced features
- Analog circuits for smaller facilities
- Central storage and access of voice files from all dictation input devices
- Job number confirmation option by physician
- Ability to leave a dictation in an incomplete status
- Encrypted voice files for HIPAA
- Highly configurable prompts, tones and keypad keys



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