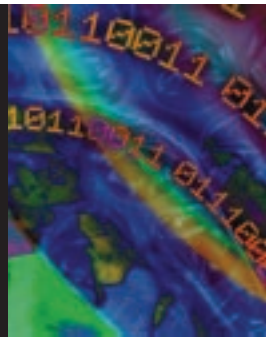


Onslow Memorial Increases Productivity With TAeSeries®



powered by Arrendale Associates, Inc.



Onslow Memorial Hospital

BACKGROUND

Onslow Memorial Hospital is a bustling 133-bed facility serving a diverse clientele in Jacksonville, NC, with Camp Lejeune, home of the state's Marine Corps Expeditionary Forces located nearby. Facing the increasing demands of delivering accurate and timely medical transcription, Del Murphy, RHIA, Onslow's Director of HIM, turned to Arrendale Associates Inc. (AAI) and TAeSeries® when researching Onslow's options for a new transcription system. Ms. Murphy knew she needed an automated system for her in-house staff and integration with the out-sourced work transcribed by A+Network. The lack of document management and remote access compounded the inefficiency and prompted Ms. Murphy to develop a set of goals for a new transcription product:



About Onslow Memorial Hospital

Location: Jacksonville, NC

Beds: 133

Departments Using
TAeSeries®

- ◆ Health Info Management
- ◆ Radiology
- ◆ Special Procedures

Transcribed Lines/Year: 2.2 Mil.

Outsourcing Before Install: 30%

Outsourcing After Install: 16%

Goals

- Improve efficiency of HIM department, including the transcriptionists, clerical support staff and supervisors
- Integrate with the existing McKesson HIS system
- Continue using recently-purchased DVI digital dictation system
- Merge transcriptions by A+Network with those created by in-house staff
- Include Internet access and E-signature in a physician-friendly format
- Complete all of the above goals in a HIPAA-enabled manner

DICTATION SYSTEM INTERGRATION

After reviewing other systems, Ms. Murphy determined that the best way to achieve Onslow's goals, would be with web-based TAeSeries®. Since Onslow had recently invested in a new dictation system, Ms. Murphy was pleased to learn that TAeSeries® was compatible with their new DVI system. In fact, with TAeSeries®, Onslow would be using fewer dictation ports since transcriptionists are not connected to the dictation system. Instead, voice files arrive at the transcriptionist's PC with templates and patient demographics prepackaged as a job. Also, no transcribe stations would be needed for the transcriptionists with TAeSeries®.

SINGLE SYSTEM FOR ALL REPORTS

Integral to the success of the project was finding a system that allowed management to automatically select which reports are transcribed by in-house staff and which reports are sent to A+Network. Prior to incorporating TAeSeries®, Onslow Memorial used A+Network for 30% of Onslow's transcription production. For the past two years, Onslow's medical transcriptionists completed most of the in-house work Monday through Friday with A+Network handling their third shift and weekend jobs. TAeSeries® allows supervisors to determine which reports are sent to A+Network based on configurable parameters such as report types or date of dictation. No longer was it necessary to keep a manual log of which jobs were allocated to A+Network.

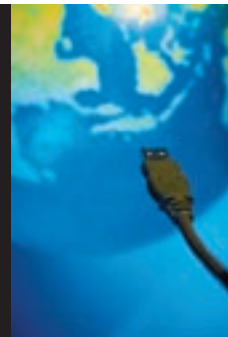
To learn more about TAeSeries® and A+Network, call 877 452-5700

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ARRENDALE ASSOCIATES, INC.

Productivity with TAeSeries®



Disaster Prevention with A+Network

Since Onslow Memorial is located in a hurricane-prone area on the east coast, emergency preparation is vital to Ms. Murphy. Her contingency plans for dictation system support are set after contacting the AAI Support Center. With the AAI Support Center as a dictation system back-up, Onslow has a smooth transition plan in place for physician dictation activity. In the event of a natural disaster, dictation and transcription will continue at Onslow since physicians will dictate into the A+Network ASP Center instead of into their local DVI. All Ms. Murphy needs to do is provide the alternate dictation telephone number to her physicians, who can use cellular telephones. The Support Center will route incoming dictation to A+Network instead of to Onslow's in-house staff, if notified by Ms. Murphy in the event of a loss of power at the hospital or if the transcriptionists are unable to come into work. The A+Network Support Center, located several hours inland, has significant safety measures in place for severe weather conditions. These plans were activated briefly during September 2003, even though Onslow escaped the full force of Hurricane Isabel.

IMPROVED EFFICIENCY OF HIM DEPARTMENT

Efficiency within Onslow's HIM department increased since TAE Series® provides both Internet and Network access to needed reports. It is no longer necessary to answer multiple phone calls from physicians and Billing requesting copies of patients' reports. Physicians and clinicians now view transcriptions on-line since Onslow has selected to allow immediate viewing. TAE Series® offers this configurable feature to allow or restrict viewing based on report type. New functionality includes printing and faxing to physician offices and nursing stations. Ms. Murphy remarks, "TAE Series® incorporates so many features that I had been looking for. Each individual in the HIM department has benefited from improved efficiency in some way with TAE Series®."

TRANSCRIPTIONIST EFFICIENCY

Before TAE Series® Onslow's in-house transcriptionists utilized MS Word® with no integration to the hospital's McKesson systems. Each field in the report header had to be individually transcribed, but with TAE Series® each field is auto-filled due to the McKesson HIS integration. T.A.Speed, the internal abbreviation expander, automatically inserts repeated terms and phrases in the body of reports. Physician normals are easily inserted from a pick list, further reducing keystrokes. TAE Series® automatically creates courtesy copies for referring, attending, and consulting physicians as an added convenience. According to Ms. Murphy, "The transition to TAE Series® has been smooth for our five in-house transcriptionists. They have become more productive with each passing day." Outsourcing amounts have decreased from 30% before to only 16% of total transcribed lines for the past year.

SUPERVISORY EFFICIENCY

With the April 2002 installation, over a dozen customized management and productivity reports were provided by AAI. Ms. Bobby Gatewood, Transcription Coordinator at Onslow, is now finally able to measure each transcriptionist's productivity and compare turnaround times by in-house staff, by A+Network and by report type. Physician dictation activity from the DVI system is also analyzed with the TAE Series® reports, by physician and report type. Remote access allows the monitoring of transcriptionists' activity from home, via the Internet. Ms. Gatewood views the status of in-house and outside transcription service jobs from within this single application whenever she needs to at night or over a weekend.

SOFTWARE'S ATTENTION TO HIPAA LEGISLATION

One of the greatest benefits of TAE Series® is the creation of HIPAA-enabled documents. The software provides the ability to monitor both internal and A+Network external activity for HIPAA-mandated security and privacy through the use of the detailed TAE Series® audit logs. With A+Network, Ms. Murphy controls access to PHI, even though some of her transcription production is outsourced. Ms. Murphy comments, "TAE Series® shows me who has dictated, transcribed, viewed, printed and faxed each job. I can easily look up when a report was printed and each time and location it has been viewed to protect our patients."



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