

Improving the Quality of Care & Patient Safety

Improving clinician satisfaction and reducing cost

Multi Facility Healthcare System

New York/Connecticut area

The health system is a local family of nonprofit hospitals and healthcare providers in the NY/CT area. They have deep roots in their respective communities and work together to provide quality care. Supplementing their hospitals with long-term care facilities, a free-standing radiation oncology center, urgent care centers, a multi-specialty medical practice and a home care service and affiliated healthcare providers Medical Practice, The Heart Center. Together, these hospitals and healthcare providers devote themselves to the development of clinical specialties and medical programs and services.

In early 2014, with clinical adoption well established, the healthcare system strived to improve quality of care and patient safety by eliminating their hybrid medical record. In conjunction with improving quality of care and patient safety, they had a parallel goal to improve overall physician satisfaction and retention. In addition, the hospital set out to address a fiscal goal by reducing their annual dictation and transcription costs.

SOLUTION

MedMatica Consulting was engaged to lead an 18-month effort to implement voice recognition and clinical documentation across multiple hospitals. Nuance Enterprise Dragon Network Medical Edition and Cerner Dynamic Documentation were the chosen solutions.

ACTION

A team of over 20 MedMatica consultants led the planning, organization, and execution of an enterprise wide physician documentation and speech recognition implementation. MedMatica's senior consultants co-facilitated physician documentation dragon template design sessions across all hospital specialties.

Regular issue support sessions were facilitated to keep Dragon and Dynamic Documentation productivity moving forward. Leveraging video capture tools, technical workflow issues were resolved quickly and efficiently. The MedMatica team designed and led the go-live plan, training and associated support activities.

Beyond the daily project and implementation tasks, the MedMatica team served as trusted advisors to the health systems senior leadership throughout the engagement. The consulting team developed and maintained positive physician relationships, while establishing electronic physician documentation governance and communication processes.

CHALLENGES

The project faced a substantial challenge managing the forward positive momentum and maintaining the satisfaction and commitment of over 900 clinicians across all specialties. The health system also battled with the common challenge facing all healthcare organizations of balancing the demanding set of regulatory requirements with implementing new, much desired, clinical functionality. Our consultants successfully managed technical aspects including: software fix deployment, issue triage through to resolution, and coordination across multiple vendor solution teams.

OUTCOMES

At the conclusion of the project, the hospital improved their operational efficiency within their organization by implementing streamlined clinical documentation. Specifically, they realized the following benefits:

- > 70% reduction in dictation and transcription costs within 12 months.
- > 95% electronic physician documentation usage
- Improved legibility of the hospital medical record, resulting in quicker billing turnaround times
- 25% reduction of CDS queries
- Improved accuracy of coding and documentation

With improved clinical documentation tools, physician satisfaction and affinity improved. At the time of go-live, a prominent physician stated, "I just completed my first Consultation Note using Dragon and Dynamic Documentation and I was surprised at how easy it was".

The consulting team delivered a project post mortem that included lessons learned to improve future health system projects.

The MedMatica team of experienced consultants provided superior consultative services and delivered clinical documentation with voice recognition on time and on budget.

Contact Information

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