SWEDISH REDUCES TRANSCRIPTION COSTS, ACHIEVES 100% ADOPTION OF EMR

“Our transcription costs have dropped by one third to one half with Dragon Medical 360 | Network Edition, and we’ve been able to repurpose some of our transcriptionists.”

—Dr. Tom Wood, Chief Medical Informatics Officer
Swedish
Seattle, WA

CHALLENGE
• Eliminate indecipherable, incomplete documentation
• Achieve 100% EMR adoption
• Maintain patient care and physician satisfaction excellence

SUMMARY
Swedish is the largest nonprofit healthcare provider in the Greater Seattle area with five hospital campuses, two ambulatory care centers with ERs, and a network of more than 100 specialty-care and primary care clinics. Roughly 3,000 providers have privileges at Swedish, all using the EpicCare® EMR.

When Swedish moved from paper records to EpicCare, it mandated that all physicians and providers adopt the EMR. Swedish is an open medical staff model where a majority of the 2,000+ affiliated or credentialed physicians are private practitioners along with more than 900 employed providers, which are part of Swedish. However, because Swedish does not employ all providers, the IT department wanted a simple transition that would not interfere with patient referrals.

RESULTS
• Reduced transcription costs by as much as 50%
• Eliminated turnaround time for notes
• Achieved 100% adoption of EMR

In the ED, Swedish encourages documentation to be completed at the time of admission for that category of patients—but there is no such requirement for patients who are discharged. Still, most notes are completed in a timely manner and routed to the primary care provider because...
that timeliness is appreciated as a valuable component of patient care—not because it’s required. IT leadership agreed to give physicians numerous options for entering notes—typing, templates, dictation, and voice recognition using Dragon Medical 360 | Network Edition.

IMPLEMENTATION

Dragon Medical 360 | Network Edition was deployed by Swedish to a pilot group of approximately 50 users, eventually migrating the solution to serve 450 physicians.

Dragon Medical 360 | Network Edition works with EpicCare, running on the Citrix® desktop virtualization platform. IT manages Dragon Medical 360 | Network Edition centrally, performing installation, optimization, backups, profile restoration, and more via a central console. With Dragon Medical 360 | Network Edition, IT has been able to continue to employ a single system administrator even as the number of users grew nearly tenfold—an event that would have otherwise required an entire support team.

INSTANT TURNAROUND TIME

At Swedish, Dragon Medical 360 | Network Edition is extremely popular in the Emergency Department, Ambulatory Care, and Cardiac units where fast turnaround of clinical documentation is critical. Dragon Medical 360 | Network Edition allows physicians to complete notes on the spot, rather than waiting hours for transcription. In the ED, physicians cannot release a patient until the note is in the chart; instant turnaround means patients can be transferred quickly to the appropriate level of care. Notes are routed instantly to referring primary care physicians, which allows them to provide timely answers to questions from the patient’s family.

HIGHER QUALITY NOTES

While EpicCare provides templates and structured drop down menus, many physicians at Swedish find notes created by templates alone sparse and difficult to understand. For the many physicians who are not speedy typists, Dragon Medical 360 | Network Edition helps them capture the patient’s story with meaningful and comprehensible detail.

Christine A. Lee, MD, FACS at Swedish/Issaquah, says: “I do cancer consults, and my documentation for each patient is very detailed and nuanced. It would have been very difficult to create that level of detail if I hadn’t been using Dragon Medical 360 | Network Edition with EpicCare.”

IMPROVED QUALITY OF LIFE

When physicians save documentation for the end of the day, they must spend one to two additional hours completing their notes. Dragon Medical 360 | Network Edition allows physicians to document their exams in real time—and get home on time.

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 866-748-9537 or visit www.nuance.com/healthcare.