

Epic Streamlines EMR System with Speech

“We had one provider go from 90% transcribing to 0% the first month he used it. We invested \$1500 for the system, and Dragon NaturallySpeaking paid off in a month.”

That’s the experience of Steve Hayter, CIO of a Managed Service Organization (MSO) in Seattle, Washington, and another reason why medical institutions are turning to speech-enabled Electronic Medical Record (EMR) systems to process clinical documentation. Incorporating speech recognition into EMR systems enhances the efficiency of record generation and improves the overall productivity of healthcare providers.

EpicCare®, developed by Epic Systems Corporation, is the most widely used EMR in the medical industry. Dragon NaturallySpeaking® speech recognition technology is embedded into EpicCare, which includes various computer-generated templates to create patient documentation. Using the Dragon NaturallySpeaking® Developer Suite and Runtimes, Epic has speech-enabled its applications to further improve the functionality of its EMR system, and in turn, the efficiency and productivity of medical professionals.

University Washington Physicians Network

The University Washington Physicians Network (UWPN), a non-profit MSO, is a leading user of EMR technology. All patient documentation is computerized,

and the medical record system is completely paperless. “We don’t have a chart room,” says Steve Hayter, CIO of the Primary Care Network which provides more than 250,000 patient visits a year. Hayter manages the Information Systems department which services eight primary care clinics, the University of Washington student health clinic, and a multi-specialty clinic in East Seattle.

“...Dragon

NaturallySpeaking®

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—Steve Hayter, UWPN

More than 100 providers throughout its network use EpicCare to create 95-97% of chart notes without the use of outside medical transcription services. In the past, some UWPN providers had 40-100% of their notes transcribed, incurring significant costs and delays in chart completion. UWPN management addressed the problem by implementing Dragon NaturallySpeaking® Medical Solutions with clinicians already using EpicCare who sought an alternative to their keyboard or transcription services.

With Dragon NaturallySpeaking® Medical Solutions they were able to dictate directly into the electronic templates using their PC, microphone, and sound system.

Challenge: To improve the efficiency of medical care by streamlining speech into electronic medical systems.

Strategy: Embed Dragon NaturallySpeaking® speech recognition software into the most widely used Electronic Medical Record (EMR) application in the medical industry.

Results: Speech-driven EMRs enable medical professionals to improve the delivery of patient care.

They could now instantly transcribe their dictation into medical reports, chart notes, and correspondence. Ultimately, only about 5% of all charts were manually transcribed. The rest, entered by the provider using EpicCare charting tools and Dragon NaturallySpeaking® speech recognition software, accelerated report turn-around time by hours or even days. “When you combine the flexibility of speech recognition with the strong charting tools of EpicCare, you get the best of both worlds,” says Hayter. The speech-enabled EMR system has significantly reduced the expense of transcription, and in some cases eliminated them altogether, freeing up more time for patient care.

McClennan County Family Practice

Tim Barker, MD Director of the Family Medicine Residency program in Waco, Texas, is another EpicCare user. He selected Dragon NaturallySpeaking® in 1998 with a grant to purchase laptops and speech recognition software. Deployed to 10 residents and faculty for use with EpicCare across a wireless network, Barker has leveraged the Dragon NaturallySpeaking® spoken macro capability within the EMR application to suit the way he practices family medicine. Barker uses speech recognition to dictate patient notes. He also uses it to view lab reports through an electronic in-box system, review charts from first-year residents, and perform general administrative tasks.

Using the highly accurate Dragon NaturallySpeaking® speech recognition software with fast processing hardware, EpicCare has greatly enhanced overall efficiency. Electronic medical records dictated with Dragon NaturallySpeaking® software are available in minutes. Overall, Barker saved 30 minutes a day, enabling him to treat an additional 3.5 patients per week. “My transcription cost has been zero for almost 3 years,” adds Barker. “Dragon NaturallySpeaking® has way more than paid for itself.”

“On a scale of 1-10,

Dragon NaturallySpeaking®

is a 10.”

—Tim Barker, MCFP

SYSTEM SPECIFICATIONS:

University Wasington Physicians Network

- Organization: UWPN
- Number of users: <20
- Software: EpicCare EMR/
Dragon NaturallySpeaking®
Medical Solutions
- Hardware: Micron and
Dell PC's
- Processor: 233 MHz or
higher
- RAM: 256 MB or more
- Network configuration:
Windows NT® and Unix
servers

McClennan County Family Practice

- Organization: MCFP
- Number of users: 10
- Software: EpicCare EMR/
Dragon NaturallySpeaking®
Medical Solutions
- Hardware: IBM laptops
(Thinkpads) 570 and 600s
- Processor: Pentium III 650 MHz
- RAM: 256 MB
- Network configuration:
Wireless LAN