

HERSHEY MEDICAL CENTER

Organization Saves Nearly \$300,000 per Year in Transcription Costs While Reducing Document Turnaround Time by 80%

At Penn State Milton S. Hershey Medical Center's radiology department, something had to give. Transcription costs to support 7 full time in-house transcriptionists had reached nearly \$300,000 per year. And, because of the bottleneck created by the manual transcription process, radiology reports were taking three full days to be transcribed and verified by radiologists.

The RIS/PAC project team at Hershey, led by Tim Yanchuck, had had some prior experience with voice recognition software several years back. Although the experience was mixed, the team decided to take a second look, knowing that over time the technology had improved. The team had to keep in mind that the Radiology department had already made a substantial investment in an RIS system, and so in addition to reducing costs and turnaround time, one of the requirements of any speech recognition solution was that it be compatible with the existing RIS system, IDX ImageCast.

The first solutions that Tim's team explored were full speech-driven radiology documentation workflow solutions. The team found that in addition to being very expensive, these solutions didn't interface well with IDX ImageCast. This is because these full systems maintain their own discreet database, and require an HL7 interface to share patient data with ImageCast. The HL7 interface is both time consuming and complicated to maintain, and the team decided to look in a different direction.

That was when Tim's team contacted LanTEK, a computer network solution provider and ScanSoft Solutions Provider Certified Partner that has been working with Dragon NaturallySpeaking® for five years. LanTEK's account executive, Brady Bunner, began working with Tim's team to design a deployment of

Dragon NaturallySpeaking that would work in conjunction with IDX ImageCast. Because Dragon NaturallySpeaking functions as a stand alone PC dictation application, it is compatible with any Windows® application "out of the box." That means it can work with IDX ImageCast without the need for any separate databases or HL7 interfaces.

Working with the hospital IT staff, Brady was able to build a deployment and begin training the radiologists. Within the first four months, the deployment had paid for itself and had reduced report turnaround time to less than 14 hours – an improvement of more than 80%. In addition, the installation resulted in significant cost savings of nearly \$300,000 annually, and the hospital was able to reposition the transcriptionists to more value-added positions within the organization.

"The Hershey Medical Center had tried a number of other voice recognition solutions prior to Dragon NaturallySpeaking," says Brady, "None of the other alternatives provided the level of functionality and ease-of-use Dragon NaturallySpeaking offered. We were able to design compatibility between Dragon NaturallySpeaking and Hershey Medical Center's IDX

Challenge: Increasing transcription costs and document turnaround times in the radiology department.

Strategy: Deploy Dragon NaturallySpeaking in conjunction with existing radiology information system.

Results: Savings of nearly \$300,000 per year in transcription costs, and an 80% reduction in document turnaround time.

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— Tim Yanchuck, RIS/PAC Project Lead at Hershey Medical Center

Radiology Information System that lowered costs for the hospital, that was accepted by physicians, and that improved patient care.”

Tim Yanchuck, the RIS/PAC project lead at Hershey adds “Speech recognition software is truly the future of healthcare technology applications – the benefits of the software are clearly tangible, and the cost and time savings are tremendous. Within a week of our ‘go live’ date, it became clear that our use of Dragon NaturallySpeaking would be successful, as the departmental faculty saw the resultant benefit to patient care. We are quite pleased with the level of accuracy and ease of use of Dragon NaturallySpeaking as well as the training and other services provided by LANtek.”

ScanSoft’s Dragon NaturallySpeaking technology portfolio gives healthcare providers, technology suppliers and system integrators the ability to quickly and easily add speech recognition functionality to commercial and in-house PC- and Web-based

Healthcare Information Systems (HIS) and Electronic Medical Records (EMR) applications. Through the speed and accuracy of Dragon NaturallySpeaking, healthcare organizations worldwide have saved thousands of dollars per doctor each year in reduced or eliminated manual transcription costs.

“The healthcare field stands to gain a great deal from the proliferation of speech technologies, and the time and cost savings are real, as proven by implementations such as Hershey Medical Center,” said John Shagoury, President, ScanSoft Productivity Applications. “From full-scale hospital implementations to making individual practitioners more productive, ScanSoft speech technology can improve existing processes and compliance and can increase focus on the most important thing – patient care.”

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