

Union Hospital:

One System, One Standard Approach

Union Hospital is located on a 28-acre medical campus in Dover, Ohio and has been the center for healthcare in the Tuscarawas Valley for over 100 years. It provides 154 inpatient beds and employs approximately 1,000 professional and support staff plus a medical staff of 185 physicians. Over the past decade, Union has seen dramatic growth in its facilities, technology and the number of patients it serves. Recently, it was named one of the nation's "Most Wired – Small and Rural Hospitals" by Hospitals & Health Networks magazine in its annual ranking.



The Challenge

Union had three major issues. One involved its three aging dictation systems and the excessive support costs, hardware and manpower that went with them. Another was the significant amount of money it was spending on outsourcing its transcription and the inability to efficiently monitor transcriptionist productivity. Finally, they needed to be able to securely access dictations from multiple locations, but none of the three systems in place provided that option.

Union wanted a single solution compatible with a hospital of its size and integrated properly with MEDITECH. The solution needed to efficiently and securely capture dictation and enhance the productivity of the hospital's ten transcriptionists. Most of the facilities in the independent hospital alliance of which Union is a part of were using components of Dolby's Fusion Suite™ of integrated solutions. This familiarity with the brand gave them the confidence to move forward with a multi-tiered installation of the entire suite.

The Solution

Dolbey's Fusion Voice® replaced Union Hospital's three dictation systems. It delivered the flexibility, central management capabilities and security required. Its ability to be easily integrated with the other Fusion applications was the basis on which plans were laid to move on to the next phase – transcription with speech recognition.

"We wanted to consolidate by having one system that would lay the groundwork for enhanced speech recognition," explained Dave Baumgardner, Director of Information Management. "We were looking for a solution that allowed us to securely promote remote access and offered multiple methods for dictation for our physicians. Our goal was to employ one system and one standard approach throughout our hospital."

To begin to tackle their outsourcing issue, Union installed Fusion Text®. This highly productive transcription application includes electronic signature, automated distribution and detailed management reporting. Fusion Text is fully integrated with Fusion Speech® back-end speech recognition, powered by Nuance's SpeechMagic™. This technology boasts exceptional accuracy and requires no physician training. Fusion Speech utilizes voice files for "acoustical adaptation" and learns with each dictation, resulting in dramatically increased transcription performance allowing Union Hospital to enjoy faster document turnaround.



Through its use of the front-end speech recognition and results management capabilities of Fusion Expert®, Union has noticed a significant reduction in the backlog of its radiology reports. In addition to allowing for easy migration between front-end and back-end recognition, Fusion Expert also provides Union with the benefit of fast, accurate and detailed reporting. This enables physicians to report results quickly and accurately for improved patient care.

The Outcome

Union implemented Fusion Suite solutions in its medical records, radiology, cardiology, emergency, urgent care, occupational therapy, pain management, physical therapy and surgical departments. The hospital used to outsource the transcription for several of these areas but now is only outsourcing Emergency Department transcription. This enables the hospital to significantly reduce transcription expense. In addition to the decreased outsourcing costs, Union now enjoys a much shorter report turnaround time. For example, the hospital's radiology reports are available immediately after completion, and 100 percent of its radiologists are signing through. While the hospital used to have three to four hundred radiology reports queued for transcription, that number is down now to almost zero. Union's medical records department was experiencing a similar report backlog, a number which is now down below 100.

"Dolbey has saved us approximately \$140,000 each of the last two years in transcription outsourcing costs, and, with them now doing back-end editing for us, we're looking to drop those costs another 35 percent or more," remarked Baumgardner. "Plus, by allowing us to merge our departments together with this system, we enjoy more meaningful administrative reports and are able to better monitor productivity. We're even looking to soon add a module for incentives."

As far as staff and physician feedback on the performance and results of the Fusion Suite products and the level of support provided by the Dolbey team, the response has definitely been favorable. According to Baumgardner, "Our staff loves the transcription module, and I haven't heard any complaints on the dictation side. Dolbey has gone above and beyond to help us fine tune our system. They provide hands-on attention, and I would absolutely recommend the company and its products to my peers in the healthcare industry."

Results at a Glance:

- Savings of \$280,000 in the past two years in outsourcing costs
- Decreased report turnaround time (from almost 400 to zero in radiology)
- Remote access and integration with the hospital's network
- Ability to better monitor transcriptionist productivity and provide improved administrative reports

Dolbey

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an on-site demonstration:*

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