

▶ CASE STUDY: DocQment Ovation

Service Categories:

VOICE & SPEECH RECOGNITION
WORKFLOW TECHNOLOGIES
OUTSOURCED TRANSCRIPTION & CODING SERVICES

MedQuist™



CODE:

ID:

PATIENT #

Maury Regional Healthcare
Columbia, Tennessee

- > More than 230,000 patient visits per year
- > Serves an eight-county area in South Central Tennessee

THE SITUATION:

Maury Regional Healthcare System needed to upgrade its management of dictation across its fast-growing three-hospital network.

THE RESULT:

- > Reduced costs
- > Quicker turnaround times
- > Better use of staff
- > Enhanced workflow
- > Seamless integration

THE SOLUTION:

MedQuist's DocQment Ovation™ solution provided Maury officials with the opportunity to custom-design an information management system that could centralize and coordinate transcription across its entire system of care.

THE BENEFITS:

- > Real-time data access leads to better and fast decisions
- > Cost savings in staff deployment and equipment
- > Universal acceptance across system, from physicians to transcriptionists

DocQment
Ovation™

MedQuist's DocQment Ovation solution manages document flow and increases operating efficiency

When officials at Maury Regional Healthcare System decided to deploy the MedQuist DocQment Ovation solution, they counted on getting a better, more up-to-date dictation management system. But what they received exceeded their expectations. DocQment Ovation has proved to be an incredible management tool that has allowed Maury Regional's administrators to better manage document flow, medical staff and transcription across their entire system of care, reducing costs while increasing overall operating efficiency.

A Customized Enterprise Solution

Managing the data for a system of care that spans three different hospitals and an ambulatory facility is no easy task. Making the job even harder was the fact that each facility had its own dictation system, requiring constant on-site management. Comparing dictation and transcription data across the entire enterprise – different facilities and even different platforms within each facility – was difficult and time-consuming. "In most cases, by the time you got data, it was too late to use it," comments Wanda Newton, Director of HIM at Maury. "But the challenge was even more complex. We knew we had to get better data, not just faster."

While consolidating their different dictation systems into one integrated platform sounded great when Maury first met with MedQuist about DocQment Ovation, it caused some initial trepidation. "We wanted DocQment Ovation, because it looked like it could help us solve our biggest problem, which was lack of integration," says Newton. "Our fears were more on the design and implementation end – how hard it would be to set up and implement."

Newton, CIO Doug Turner and Jennifer Busby, assistant director of HIM, teamed with MedQuist to custom design a DocQment Ovation solution that truly fit Maury like a glove. DocQment Ovation allows users to build the system around how they do business. Maury's custom application accommodates

the need to allow physicians to work from or for any of the three facilities, using the same solution – and with only one user ID and password to remember. In the past, this would have required three different systems, none of which could connect with the others.

A Great Management Tool

DocQment Ovation's ability to allow direct access to patient information in real time has opened up a host of new opportunities for Maury administrators. Faster, more comprehensive access to dictation flow data allows managers to keep an eye on volume across the entire system of care. This type of data had never existed before.

With DocQment Ovation's unique Dashboard feature, administrators have the ability to log in and view a snapshot of the entire system at any time. "The Dashboard feature creates a new form of accountability at all levels. Before we used DocQment Ovation, there was one station in each of the three hospitals that provided access to the system. Each computer station was limited to viewing the information pertaining to that institution," says Newton. The executive staff at Maury can now view the Dashboard quickly and easily, and get up-to-date information on backlog and turnaround times from any computer with Internet access.

Managers can also tap into DocQment Ovation remotely. This new level of access lets managers do their job whenever they want, wherever they are. Just one month into the DocQment Ovation deployment, Newton used this benefit to track dictation flow while attending an AHIMA conference. "I was able to quickly transfer resources from one area to another based on real-time utilization data — all from my hotel room during a meeting break," she says. "Having this type of oversight while off-site is something I would have never thought possible until now."

While Maury staff has more access, they also have better security than in the past, thanks to DocQment Ovation's flexible security provisions. Every user has a distinct password, and individual security levels can be set based on each person's needs and access. These levels can be changed as staff members grow into new responsibilities.

ADT Interface Improves Quality Control and Productivity

How and when information is first captured is critical to end-to-end management of information in a hospital. To help ensure compliance with Joint Commission requirements, DocQment Ovation captures Admission Discharge Transfer (ADT) data at the point of dictation. This feature provides True Turnaround Time Routing, a feature no other solution can deliver. True Turnaround Time Routing can route documents for transcription based on the admission, discharge, document creation or dictation completion date. For the transcriptionist, the patient information is already there, waiting to be pulled up and worked on. To Newton, this is why Maury has experienced a significant increase in productivity since deploying DocQment Ovation. "This eliminates the time a transcriptionist spends manually looking up patient information, and frees up more time to transcribe," she comments.

To the delight of the Maury administrators, it didn't take a long time for DocQment Ovation to start paying dividends. Just two months into system-wide implementation, their volume of daily minutes per transcriptionist went up 34 percent. Newton and her staff could see these productivity increases as they were occurring, instead of months later — or even not at all.

Having this type of productivity data in real time and having standardized reporting across the entire system has allowed administrators to make smarter staffing decisions. "In the past, when someone left, we would immediately replace them," says Newton.

"But being able to see true utilization data across the entire system, we don't necessarily have to do that. Recently we had two transcriptionists retire. After reviewing the flow across our entire system, we could see that our remaining team could handle the workflow." Maury administrators are now cross-training Radiology and HIM transcriptionists to better share those resources across all the hospitals — something that was never possible before.

DocQment Ovation can also alert supervisors to weaker links in the information chain, by setting the same standards across the system and benchmarking against more current workflow projections. Any problems with procedures — and in some cases with staff — can be identified faster. "We're able to pinpoint inefficiencies and fix them before they become problems. Sometimes it could be at the point of dictation with the physician; other times, it could be an issue with a transcriptionist. We don't have to guess anymore," Newton comments.

Universal Acceptance

The key to any new system deployment is getting people to use it. While the switch to DocQment Ovation was first met with skepticism, the customizable platform gave Maury staff input into the design specification, which facilitated acceptance. "Transcriptionists love it," explains Newton. "Most were resistant at first, but once they saw how it only made their jobs easier, they were quick to accept it." Transcriptionists cite better voice quality, ADT, and generally better, easier-to-access information. Most importantly, DocQment Ovation eliminates the use of equipment that often caused downtime. "They can spend more time transcribing and in the end, they'll make more money," says Newton. Physicians have accepted DocQment Ovation as well, enjoying the ability to dictate from multiple facilities with a single ID. "DocQment Ovation provides them with valuable information," she adds. "But what's equally important is that they better understand their role in the flow of information."

Newton is quick to point out that while DocQment Ovation provides great information and makes everyone's job easier, it's how you use the information that really pays dividends. "We're very pleased with DocQment Ovation. The quality and the accessibility of the information is so much better, we have been able to make decisions that have significantly improved our hospital financially, operationally, and from a quality of care standpoint," she says.



"DocQment Ovation makes us better managers because it enables us to use the information we have more effectively. We can see where we have overflow, or in some cases, under used capacity. Now we can shift resources to the highest need areas quicker, without disruption to our system of care."

Wanda Newton, HIM Director

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