

Edward-Elmhurst Health takes clinical speech to the cloud.

Cloud-based speech platform drives collaboration, productivity and consistency across clinical workflows — while reducing IT costs.

Challenge

- Deploy clinical speech recognition technology across more than 100 facilities
- Maintain a large environment of PC-based EHR workstations with speech recognition
- Engage physicians to drive user adoption and satisfaction

Solution

- Deploy the Dragon Medical One cloud platform to hundreds of clinical users and monitor the rollout with Dragon Medical Analytics
- Collaborate with Nuance for hands-on training and support before, during, and after implementation

Results

- Providers saved hundreds of hours on clinical documentation freeing up physicians to spend more time with patients
- Average monthly Dragon Medical adoption by physicians increased more than 50% across 100 facilities
- Citrix XenApp deployment provides portability and access for physicians while reducing IT burden and costs

Searching for the right voice-driven clinical documentation platform

Edward-Elmhurst Health is made up of three hospitals—Edward Hospital, Elmhurst Hospital and Linden Oaks Behavioral Health. The healthcare system has more than 50 outpatient locations across a service area of 1.7 million residents in the suburbs of Chicago, nearly 7,700 employees and more than 1,900 physicians on staff. To address its clinical documentation and narrative challenges, Edward-Elmhurst Health deployed the Nuance Dragon Medical One cloud platform as a published Citrix XenApp to provide seamless portability and access to speech recognition in the Epic EHR.

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“Physicians’ notes are available in real time so everyone can see them. This alone has significantly increased communication, collaboration, efficiency—and enhanced patient care.”

Don Fosen, Director of Technology, Edward-Elmhurst Health

Nuance collaborated with Edward-Elmhurst Health to ease deployment of clinical speech recognition solutions to hundreds of users and sites as part of a recent merger. Not only did this help the organization minimize IT efforts and costs, but Dragon Medical One has enabled staff and physicians to be productive from anywhere in the organization – not just in front of EHR workstations.

This cloud-based platform gives Edward-Elmhurst Health an advantage over traditional, network-deployed solutions. The deployment strategy was critical to rolling out the solution to more than 100 new facilities as part of Edward Hospital’s merger with Elmhurst Hospital. “The capabilities of cloud-based solutions are extremely important to us,” says Don Fosen, Director of Technology, “PCs and workstations are time-consuming and expensive to maintain, so cloud solutions are definitely the right approach for us.”

Now, Dragon Medical One gives the health system a secure, cloud-based speech recognition platform that allows its physicians to document the complete patient story using a single voice profile and personalized customizations across workflows, devices, and apps. Because the solution was easily deployed across the entire organization as a published Citrix XenApp, IT staff can save valuable time while physicians are able to boost productivity and are now much more satisfied. “Our physicians now simply speak their notes, and all of the details go directly into Epic,” explains Dr. John Lee, Chief Medical Information Officer. “For example, a physician’s first notes are available in real time, helping nurses and other physicians access this information much faster.”

Dragon Medical One has not only had a positive impact on clinical documentation quality and turnaround, but also on clinician productivity. In the past few months alone, across the organization, providers have saved hundreds of hours on documentation, including saving an additional 150 hours per month by leveraging built-in productivity tools like Auto-texts.

What’s more, license utilization has increased by 20% and average monthly usage has increased more than 50%. “Almost immediately, we noticed that many of our employees started paying closer attention to the notes,” says Fosen. “In many cases, nurses were up to speed on a case before the physician arrived, which helps expedite treatment and care. Many of our staff members even began to request these notes. Not only was this a positive trend in terms of user adoption, but it clearly improved collaboration, efficiency, productivity and patient care.”

Dr. Lee explains how this technology works: “In some hospitals, certain procedures, such as bypass surgeries, tend to receive too many questions related to possible post-op complications. Yet this only happens because there isn’t the opportunity to add context or detail. With Dragon Medical One, it’s possible to add language like ‘as normally expected,’ which could eliminate the whole problem – and help hospitals save a significant amount of money.”

As Edward-Elmhurst Health looks forward, the organization will continue to use Dragon Medical to support existing clinical workflows, drive a consistent voice experience beyond the EHR through mobile productivity apps, and better analyze patient charts and clinical data generated by Nuance’s solutions. In fact, the organization has already benefited from Dragon Medical Analytics, which provides individual and organizational insights for measuring and tracking clinician use, pinpointing areas for improvement, and benchmarking for informed decision making and maximizing adoption. “We are always interested in technology that improves productivity, and we always want to put tools in users’ hands to help them in the way they want to work,” says Fosen. “We are confident that Nuance solutions will help us achieve these goals.”

Learn how Nuance can help you document the patient story—in the way that you prefer. To learn more, contact us at 877-805-5902, or visit www.nuance.com/healthcare.

About Nuance Communications, Inc.

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