St. Anthony Hospital Group increases charge capture, decreases dictation time and errors in the ED

Challenge
– Streamline physician workflow
– Find viable speech recognition software
– Improve EMR quality, completeness

Solution
– Implement Dragon Medical Network Edition

Results
– Anticipated annual savings of 2,500 clinician dictation hours
– Substantially improved note completeness
– Five-fold decrease in dictation errors
– Improved charge capture 12% over transcription

Summary
The St. Anthony Hospital Group, part of Centura® Health in North Denver, CO, serves the region's ski resorts. Averaging 100,000 emergency room visits per year, the Hospital Group—St. Anthony Central Hospital (Denver, CO), St. Anthony North Hospital (Westminster, CO), and St. Anthony Summit Medical Center (Frisco, CO)—is one of the busiest U.S. trauma networks.

St. Anthony Hospital
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"When analyzing the data, we discovered that the MEDITECH with Dragon Medical Network Edition solution saved the pilot group an average of 1.67 minutes per dictation."

Robert Schmidt, MD Emergency Medicine,
St. Anthony Hospital, Denver, CO

The hospitals have been using MEDITECH's Client/ Server Emergency Department Management (EDM) Version 5.5 since 2007. The hospital had also been using a speech recognition product which did not auto-populate the MEDITECH system, causing numerous errors in the patient record. In some cases, the information didn't make it into the record at all, leaving other providers without access to the ER physicians' notes.

"The quality of our records deteriorated," says Dr. Rob Schmidt, a physician at St. Anthony. "In addition, documentation turned out to be very time consuming, and we often didn't have time to document fully when patients presented.

Their choice: Add MEDITECH's preferred solution for speech recognition software, Dragon® Medical Network Edition, to its Emergency Department Management (EDM) Physician Documentation module.

Implementation
St. Anthony hired consultants Peter Cohen Associates, LLC to implement Dragon Medical Network Edition. The hospitals' first move was a pilot program with four physicians. Data from the pilot group showed Dragon Medical Network Edition scored better than the previous solution in:

– Average time to dictate (per patient)

– Number of edits observed while dictating

– Average number of missed editing opportunities

These findings led the Physician Advisory Council to recommend rolling out Dragon Medical Network Edition to all physicians.

"It took us four weeks to roll out the solution to all providers," said Dr. Schmidt, who served as Physician Documentation champion for implementation. A trainer accompanied each physician throughout his or her first shift with the software. For subsequent shifts, there was dedicated on-call support, a help desk, and additional training available.

As the ER physicians had used speech recognition products before, the average learning curve for Dragon Medical Network Edition was only two hours.

Faster dictation
Dragon Medical Network Edition improved outcomes immediately, saving physicians 1.5–1.67 minutes per dictation, which the organization estimates will translate into 2,500 clinician hours per year.

More complete notes
Dragon Medical Network Edition interfaces seamlessly to the MEDITECH solution, allowing direct dictation into Physician Documentation. Together, these solutions improve caregiver access to information and enhance continuing care.

By auto-populating the Enterprise Medical Record (EMR) with patient data, such as nursing notes, allergies, and home medications, nursing and lab data are better integrated and doctors' notes are available for caregivers to access in real time. Plus, complementary documentation— when two providers care for one patient—has improved.

Reduced error, increased quality
Moving from transcription resulted in a five-fold decrease in dictation errors. As Dr. Schmidt related, "After we implemented Physician Documentation, a coworker came up to me and said, 'Your charts aren't funny anymore!'"

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