

Mercy Medical Center:

The right solution for Mercy

Mercy Medical Center is a 445 licensed-bed regional hospital that is fully accredited. Founded in 1900 by the Sisters of Mercy, today it offers a wide range of patient care services with strengths in cancer care, surgical services, emergency services, cardiac care, critical care services, women's services and obstetrics. For more than 100 years, Mercy Medical Center has delivered The Mercy Touch® by partnering the latest technology with compassionate and high quality patient care.



Need for Increased Productivity

To keep the high standards set in place long ago, Mercy sought to update their transcription process by switching to a solution that would include better word processing tools and speech recognition. Jo Ellen Cook, RHIT, Director, HIM states, “We wanted a speech recognition system that would be transparent to the physician and would not require training from the provider.” Mercy was also looking for a solution that would increase productivity, decrease mandated overtime and outsourcing and improve transcription turn around time. The HIM Department at Mercy researched and evaluated transcription and speech recognition vendors and also investigated ASP models. HIM made the final recommendation to Administration to choose Dolbey’s integrated Fusion Text and Fusion Speech powered by Nuance’s SpeechMagic™ solutions based on projected performance and cost.

Implementing Change

Mercy chose to first phase in Fusion Text knowing there are many factors involved such as report set ups, interfaces and training of non-Word™ experienced staff. The addition of Fusion Speech began several months later.

The Fusion Text installation went smoothly following the implementation guidelines suggested by Dolbey of adding groups of ten users at a time. There are now 100 physicians using the speech recognition at Mercy. Linnea Hite, Transcription Supervisor comments on the training Mercy received from Dolbey, “The training progressed as the staff’s learning progressed and Dolbey was available after they left to continue to assist us with questions as needed. They made sure our staff was comfortable with each step before moving to the next, and before long we were jumping hurdles that wouldn’t have been possible if we had not been trained properly first.”



Achievements

Mercy Cedar Rapids has been able to handle an increase in dictation volumes with current staffing. Their volume of overtime has been decreased by 35.6% and mandated high volume hours have been decreased by 75.8%. While Mercy continues to use outsourcing for high volume peaks in workload and vacation coverage, they have been able to reduce the amount of total outsourced work by 24.4%. Ms. Cook adds, "Being able to schedule less staff for holiday coverage and having regular staff meetings has also been a plus. We have seen employee satisfaction improve due to fewer demands on them for extra hours." Additional productivity gains show Mercy Cedar Rapids' average lines per hour have gone from 144 to 174 (21% increase) with the implementation of Fusion Text. Today, with the addition of Fusion Speech, Mercy is at an average rate of 208 lines per hour (an additional 20% increase). Mercy plans to implement more provider speech licenses in the near future.

Employee Satisfaction

Jo Ellen Cook concludes, "Our latest employee opinion survey showed great improvements. Overall staff job satisfaction scores are up 6% due to having access to transcription tools that assist them in performing their work."



With Fusion Text, Mercy Cedar Rapids' average transcriptionist's lines per hour has increased 21%.

powered by
SpeechMagic™

Results at a Glance:

- 21% productivity increase with Fusion Text
- Additional 20% productivity increase with Fusion Speech
- 24.4% reduction in outsourcing
- 35.6% decrease in overtime hours

Dolbey
SINCE 1914

*For more information or
an on-site demonstration:
800-878-7828 / www.dolbey.com*