

Coastal Medical improves physician quality of life with Dragon Medical and eClinicalWorks Scribe™

Physician-owned medical group relies heavily on technology to improve business processes and patient care

Challenge

- Ensure all clinicians document care quickly and accurately
- Save time in a busy day
- Provide more quality time to patients

Solution

- Implement Dragon Medical Network Edition using phased approach
- Integrate speech recognition with eClinicalWorks®

Results

- Physicians' day-to-day workflow improved by completing more comprehensive patient notes in significantly less time per day

Profile

Since 1995, Coastal Medical has been dedicated to quality patient care, providing primary care and family medicine to more than 120,000 patients every year. With more than 100 physicians, nurse practitioners, and physician assistants working in 20 locations throughout Rhode Island, the Coastal team must properly manage its practices to be as efficient and effective as possible.

To that end, Director of Information Service Mice Chen is committed to investigating new ways to leverage technology.



eClinicalWorks

"We rely heavily on technology because we understand that it improves efficiency and patient care; but more than that, technology allows us to elevate our business strategy and to improve quality of life for our providers," says Chen.

In 2006, Chen notes that Coastal Medical saw the future of electronic medical records (EMR) and implemented eClinicalWorks®. At the time, a few physicians began to experiment with Dragon® Medical Practice Edition in conjunction with eClinicalWorks. In 2014, however, Chen began rolling out a strategic corporate initiative that focused on Dragon Medical Network Edition and its integration with eClinicalWorks.

Dragon Medical helps improve physician workflow

Dragon Medical Network Edition is a leading front-end speech recognition solution that helps Coastal Medical save time in their busy days and spend more quality time with their patients.

When eClinicalWorks made its Scribe solution available, Chen believed its integration with speech recognition technology fit perfectly with the Coastal Medical business model. Coastal Medical has a unique structure compared to other medical organizations. "We're physician-owned, and the physicians make their own investments in technologies as we make them available. I made the case for their investment in Dragon Medical and eClinicalWorks Scribe, and we began this implementation with an initial ten network licenses."

With eClinicalWorks Scribe, providers can dictate or type patient narratives directly into a text box and let eClinicalWorks Scribe convert the free text into structured data automatically. eClinicalWorks Scribe also places the text within the appropriate sections of the Progress Note. "If it weren't for government mandates, I believe a number of our physicians would still be using paper charts. With Dragon Medical and eClinicalWorks Scribe, though, I recognized the opportunity to leverage these technologies to make life easier for our physicians," Chen says.

Accuracy out of the box creates "wow" experience for Coastal Medical physicians

Chen began meeting with the first group of ten physicians one-on-one, helping them install the solutions on their computers. Once the solution was fully up and running and profile properly configured, he says he

helped the physicians with some initial training in how to use speech recognition and the PowerMic™.

"The physicians are definitely having a 'wow' experience. Dragon Medical is so accurate right out of the box; it requires very little training by the physician. In fact, we have physicians from India, China, and South Africa, and they have rather strong accents. They had raised concerns over how effective Dragon Medical could be, but everyone has been thoroughly impressed with the accuracy of the speech recognition solution," says Chen.

Because of those "wow" experiences, Coastal Medical physicians are seeing improvements in how they work with the EMR, too. "With the PowerMic, physicians can push one button and start dictating all the notes they want, right into eClinicalWorks. They have much more flexibility with what they say, and they can write entire essays if they want with a minimum of effort. We're seeing a dramatic improvement in the quality of patient notes," Chen comments. The initial phase of implementation has been so successful that Chen has the next ten physicians acquiring network licenses.

And as for Chen's goal to improve the physicians' quality of life: "The day-to-day workflow is much more efficient. Now, doctors are finishing notes between patients, as they go in and out of exam rooms. Others can dedicate a couple of hours at the end of the day to completely finish their notes, and they are home by 6:00 or 7:00. They're really enjoying that level of freedom."

Physicians at Coastal Medical are looking forward to improving the quality of patient care as a result of the time savings that Dragon Medical affords. "Because the physicians can efficiently enter all patient notes, they're getting more face-to-face time with each patient. That improves the quality of care in a number of ways, and it's an important benefit for our patients," concludes Chen.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 877-805-5902 or visit www.nuance.com/healthcare.

To learn more about Dragon Medical and Scribe within eClinicalWorks, please contact partneradvantage@eclinicalworks.com.

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