M*Modal™

ST. CLAIRE REGIONAL MEDICAL CENTER

DRIVING DOWN COSTS AND TURNAROUND TIMES
WHILE BOOSTING QUALITY AND REVENUE

St. Claire Regional Medical Center is the largest rural hospital in Northeastern Kentucky with a 100-provider medical staff representing 31 specialties and nearly 500,000 patient encounters annually. This 159-bed, teaching facility is very mission driven and includes a stand-alone hospital, primary care clinics and homecare.

PAPER TO ELECTRONIC DOCUMENTATION

Up until 2013, St. Claire Regional Medical Center used transcription services to create paper clinical records that posed workflow and downstream reporting challenges. Aside from labor-intensive manual processes, the transcription workflow caused significant delays in care communication as well as the revenue cycle. It took several days to complete a record with the back-end transcription workflow, which took even longer when addendums were involved.

In the spring of 2013, St. Claire Regional Medical Center took a big-bang approach to completely overhaul their physician documentation practices with the simultaneous implementation of MEDITECH® Physician Documentation and CPOE (Computerized Physician Order Entry) systems. They also wanted to implement a front-end speech recognition system at the same time as they felt the three—EHR, CPOE and speech recognition—go hand in hand.

THE M*MODAL IMPACT

Net savings of $400,000 per year in transcription costs	Higher MEDITECH 6.0 adoption and physician satisfaction	AR cycle decreased by 17 days when one day in AR is about $950,000
Immediate turnaround time from that of 24 to 36 hours	Helped increase CMI by 17%, which correlates to $6 million/year	Summary of care documents available for patients upon discharge

SPEECH ENABLING MEDITECH 6.0

After an extensive, side-by-side, two-vendor evaluation process for the best front-end speech recognition system, St. Claire Regional Medical Center chose M*Modal Fluency Direct® to speech enable their MEDITECH system. While there were many selection criteria for choosing a speech recognition system, the most important ones were:

- Robust integration capabilities with MEDITECH 6.0
- Ease of use for physicians (including the best accuracy and functionality)
- Seamless fit with their physician documentation workflow

SMOOTH IMPLEMENTATION AND ADOPTION

The use of speech recognition was an integral part of St. Claire Regional Medical Center's EHR adoption and utilization plan. The Fluency Direct implementation was smooth, on schedule, and easy. The M*Modal team of implementation and adoption specialists were proactively involved in meeting the defined timeline. "M*Modal has been the best vendor we have ever worked with," says Chad Collett, MSIS, Senior Systems Analyst at St. Claire Regional Medical Center.

Importantly, M*Modal provided the training that was needed to make physicians successful with the use of the speech technology. At-the-elbow training and support were given to physicians so that they were well-versed in best practices and became better engaged with the technology. St. Claire Regional Medical Center experienced that the out-of-the-gate accuracy of Fluency Direct was very good and there was no set-up required for the integration with MEDITECH. Being a very intuitive system, M*Modal Fluency Direct allows users to dictate anywhere they can type in the note. Moreover, efficiency and consistency enhancing tools such as the use of customized canned text, insertion of normal values, unique data fields, etc. helped clinicians work smarter.

PREDEFINED GOALS

St. Claire Regional Medical Center's overarching goals were to improve the speed, quality, completeness and consistency of their clinical documentation. However, they also wanted to achieve measureable outcomes related to:

- Quicker completion of electronic charts
- Improving patient care delivery
- Reducing costs, enabling faster billing and shortening the AR (Accounts Receivable) cycle
- Concurrent review and feedback provided by Clinical Documentation Specialists (CDS) on the note created

SUCCESS IN THE PATHOLOGY ENVIRONMENT

Fluency Direct was up and running within a week at St. Claire Regional Medical Center's pathology department and in that time they were able to completely replace the transcription workflow with real-time front-end speech recognition. "With the use of customized speech commands, voice navigation and the use of pre-canned text, our workflow is very efficient: the MEDITECH system launches the report and after we save our dictation, it automatically gets inputted in the EHR," explains Dr. Steven Frame, one of three pathologists at St. Claire Regional Medical Center.

The pathology grossing room environment is very noisy and a challenge for accurate speech recognition, but M*Modal Fluency Direct performs well even here with the use of headsets. "M*Modal has the appropriate vocabulary for most pathology terminology and works well for us. I like it and I would recommend it to any pathologist," adds Dr. Frame. Dr. Jeffrey Ellis, also a pathologist at St. Claire Regional Medical Center, adds, "I wish we had started using M*Modal Fluency Direct sooner. I routinely also dictate my emails using Fluency Direct!"

REAL-TIME CDI AND PHYSICIAN SUPPORT

Fluency Direct's embedded Computer-Assisted Physician Documentation (CAPD) functionality, when utilized in combination with M*Modal CDI Engage™, provides clinicians at St. Claire Regional Medical Center with real-time feedback on gaps in documentation as the note is being created in MEDITECH 6.0. M*Modal's physician-centric approach to CDI ensures that patient records at St. Claire Regional Medical Center are complete and compliant right from the start through an early clarification process. Moreover, high-value retrospective reporting provides meaningful insights into physician documentation behavior and interaction with the M*Modal system.

Additionally, St. Claire Regional Medical Center utilizes M*Modal CDI Engage strategically to identify areas and individuals for more targeted, effective and sustainable physician education. Similarly, M*Modal CDI Engage helps St. Claire Regional Medical Center identify, and subsequently improve, templates used with its MEDITECH system that don't enable the quality of documentation required.

Dr. William Melahn, MD, VP and CMO at St. Claire Regional Medical Center, sums it up well: "M*Modal has improved and helped with my workflow in multiple ways. Firstly, it allows me to document the way that I think as a physician. Clearly documenting my thought process and my conclusions are very powerful communication tools that I use to help other care providers know what the real issues are for a given patient. Secondly, it allows me to make very clear documentation in a rapid, timely manner."

SIGNIFICANT AND MEASURABLE OUTCOMES

St. Claire Regional Medical Center has been able to achieve the following, set organizational goals related to the M*Modal implementation:

- **High Return on Investment (ROI):** According to St. Claire Regional Medical Center, it has realized an annual net savings of $400,000 per year in transcription costs. Earlier, the facility employed two full-time transcriptionists and used an outsourced service, neither of which are needed now because of Fluency Direct.

- **Significantly Shorter AR Cycle:** With the high physician adoption of Fluency Direct, St. Claire Regional Medical Center estimates that its AR cycle has decreased by 17 days and one day in their AR is approximately $950,000.

- **Faster Documentation and Better Patient Care:** Before this implementation, the turnaround time for reports was 24 to 36 hours. Now, with the use of Fluency Direct within their MEDITECH system, the turnaround time is immediate upon electronic signature. Faster documentation directly impacts patient care and also helps St. Claire Regional Medical Center meet its Meaningful Use goals.

> "I quickly recognized the value of delivering a summary of care document to the patient upon discharge," says Dr. Thadis Cox, St. Claire Regional Medical Center gastroenterologist. "This allows my patients to go home with the finalized operative report when procedures are performed, generating very positive feedback." Moreover, the record can be made immediately available to the primary care physician, further improving the quality of care and service provided by the hospital.

- **Improved Case Mix Index (CMI):** According to St. Claire Regional Medical Center, during this period their CMI has increased by 17%, which correlates to about $6 million per year in additional revenue. Although the facility has implemented another CDI program as well during this time, a significant portion of this 17% increase is attributed to the use of M*Modal Fluency Direct.

ABOUT M*MODAL

M*Modal delivers innovative solutions that capture the complete patient story by facilitating clinical workflows, enabling collaboration and providing insight for improved delivery of care. M*Modal is the leading provider of interactive clinical documentation and Speech and Natural Language Understanding technology, as well as medical transcription, narrative capture and support services. Our flexible, cloud-based technology and services convert the physician narrative into a high quality and customized electronic record to enable hospitals, clinics and physician practices to improve the quality of clinical data, as well as accelerate and automate the documentation process. Our solutions address the critical issues for the future of the healthcare industry—from EHR adoption to accurate ICD-10 coding to enhanced business analytics.

To find out more, visit our website at mmodal.com or contact us at 866-542-7253.