



GEISINGER HEALTH SYSTEM DRiving EHR Adoption and Use

Geisinger Health System is an integrated health services organization widely recognized for its innovative use of the electronic health record, and the development of innovative care models such as ProvenHealth Navigator® and ProvenCare®. As one of the nation's largest rural health services organizations, Geisinger serves more than 2.6 million residents throughout 44 counties in central and northeast Pennsylvania. The physician-led health system continues to take novel approaches to integrate technology into clinical practice to drive improvements in the delivery of safe, efficient care.

Geisinger began implementing M*Modal's front-end speech recognition software, Fluency Direct, at Geisinger Medical Center in 2011. Though some physicians readily adopted and used the front-end speech recognition software to document patient notes in the Epic EHR, Geisinger was surprised that it did not catch on faster.

Joan Topper, Vice President, Clinical Informatics, explains it this way. "We realized that front-end speech recognition isn't necessarily a fit for every physician. We were attempting to convert physicians to the use of front-end speech recognition who had already been documenting directly into the Epic EHR for years. They already knew how to use Epic dot phrases and smart templates. They had a documentation process integrated into their clinical workflows." However, as Geisinger continued to migrate new physician partners to its Epic system, Joan and team recognized that a benefit of Fluency Direct is its ability to ease the transition from handwritten notes and transcribed reports to physician documentation in the EHR.

"Fluency Direct makes it easier for physicians who are new to Epic to navigate and use the system. Data entry is one of the big hurdles for physicians migrating to an EHR, and the Fluency Direct product reduces physician anxiety related to keyboarding their documentation."

Dr. Charles Sawyer, Chief Health Informatics Officer

For example, Geisinger's Best Practices team creates templates to help ensure higher quality, more complete documentation, but busy physicians may not remember to use them appropriately. "A physician new to Epic may not remember the abbreviation needed to invoke a command, but 'insert my new patient exam' is intuitive and fits naturally into the clinical workflow," says Dr. Charles Sawyer, Chief Health Informatics Officer.

Geisinger has more than 400 Fluency Direct users, with more being added every week. Having a single-sign-on

speech recognition solution that works in Geisinger's Citrix environment provides the ability for physicians to document from any location without the need to manipulate voice profiles. This has made Fluency Direct not only a speech recognition tool, but an EHR-adoption tool.

Geisinger is working with M*Modal to implement Computer-Assisted Physician Documentation (CAPD) to help physicians more efficiently create accurate and complete documentation in Epic. This is particularly important with impending coding and compliance changes.

For Geisinger Health System, Fluency Direct is about more than speech to text.

Joan Topper says it best. "At Geisinger, we know that better information drives better care. We believe it is important to provide physicians with tools that help them create quality documentation without getting in the way of the patient relationship."

