EHR-INTEGRATED DICTATION AT
GUNDERSEN HEALTH SYSTEM
LA CROSSE, WISCONSIN

M*MODAL FLUENCY FOR TRANSCRIPTION™
EHR-INTEGRATED DICTATION SPELLS SUCCESS FOR EPIC® IMPLEMENTATION

case study
Gundersen Health System of La Crosse, Wisconsin, is a comprehensive healthcare network including one of the nation’s largest multi-specialty group medical practices, regional community clinics, hospital, home care, behavioral health services, vision centers, pharmacies, and air and ground ambulances. The physician-led, not-for-profit healthcare system has been an M*Modal Fluency for Transcription™ customer since August 2002 and has used M*Modal Fluency Direct™ since November 2012. Over that time, Gundersen providers dictated all patient encounters on the M*Modal platform.

In 2008, the decision was made to implement the Epic® Hyperspace Client platform, which creates structured text that can be used to feed into an Electronic Health Record (EHR). The providers at Gundersen (especially Jonathan Zlabek, MD, Associate Director of Medical Informatics and Physician Champion for Epic Inpatient Implementation, who led the charge) felt that enabling dictation with the new system using M*Modal Fluency for Transcription would help make the Epic template-driven system more efficient and facilitate physician adoption from the start. So, Gundersen simultaneously implemented Epic and partial dictation using M*Modal Fluency for Transcription.

According to Karen Freese, Clinical Informaticist, “It just made sense to stay with M*Modal and continue to use M*Modal Fluency for Transcription for our partial dictation.” The physicians at Gundersen can now easily create a comprehensive clinical document note that incorporates both voice input and structured text through a single application.

“The adoption of partial dictation allows the physician to quickly integrate structured template entries as well as free-form narrative in one step. Not having to move to different areas of the documentation system while preparing their notes has not only improved efficiency, completeness and accuracy, but has also increased physician satisfaction.”

Deb Rislow, RN, MBA
Senior VP and Chief Information Officer, Gundersen Health System

GUNDERSEN HEALTH SYSTEM

The Facility
- 325 Beds
- 14,000 Inpatient visits per year
- ~300K Hospital Outpatient and Emergency visits per year
- 1 Million Clinical Ambulatory visits per year

The Situation
- Decision to implement the Epic Hyperspace Client platform
- Physician satisfaction/adoPTION of Epic was critical to the success of the EHR project
- Goal was to decrease the amount of dictated minutes per patient report while maintaining quality, completeness and accuracy
- Implemented Epic Ambulatory

The Solution
- Enable EHR-integrated dictation using M*Modal Fluency for Transcription
- Prepare a simple but effective training program
To encourage physician adoption, Gundersen made sure to include dictation training along with the Epic training, and instructed the providers to use Epic’s templates and smart links rather than performing a complete dictation. “We knew some areas would be more efficient for them to dictate — specifically H&Ps and discharge summaries,” said Freese. “We provided handouts and posted dictation instructions at the workstations, so that the providers became comfortable with when to dictate and when to use templates.”

Efficient patient documentation that’s more complete and accurate

Adds Dr. Zlabek, “We knew providers wouldn’t take the time to enter past medical, social and family history into Epic if they were just going to dictate the whole note, anyway.”

“Implementing M*Modal’s partial dictation with Epic resulted in a 70 percent decrease in total minutes dictated on inpatient reports and a forty percent decrease in outpatient reports.”

Karen Freese, Clinical Informaticist

“Having the ability to pull patient history data into the notes and then partially dictate the unique narrative story to create a complete, accurate document was a huge victory. The learning curve for providers was brief, and overall satisfaction with the process has been high. Partial dictation was one of the big wins of our EHR implementation project.”

Jonathan Zlabek, MD, Associate Director of Medical Informatics

RESULTS

• EHR Integrated Dictation made the Epic template-driven system more efficient
• Facilitated physician adoption of partial dictation from the start of Epic implementation

BENEFITS

• Brief learning curve and extremely high overall satisfaction for providers
• 70% decrease in total minutes dictated on inpatient reports
• More complete and accurate patient records
• 40% decrease in outpatient records
About M*Modal

M*Modal is a leading healthcare technology provider of advanced clinical documentation solutions, enabling hospitals and physicians to enrich the content of patient electronic health records (EHR) for improved healthcare and comprehensive billing integrity. As one of the largest clinical transcription service providers in the U.S., with a global network of medical editors, M*Modal also provides advanced cloud-based Speech Understanding™ and Natural Language Understanding technologies and data analytics that enable physicians and clinicians to include the context of their patient narratives into electronic health records in a single step, further enhancing their productivity and the cost-saving efficiency and quality of patient care at the point of care. M*Modal has been recognized as one of the fastest growing technology companies in North America, placing in the top third of Deloitte’s Technology Fast 500 for 2012.

For more information, please visit mmodal.com, Twitter, Facebook and YouTube. Or contact us at 866-542-7243