



## ENTERPRISE SPEECH RECOGNITION SOLUTION:

Floyd Memorial, New Albany, Indiana

# Fluency for Transcription



## Putting the M\*Modal Fluency for Transcription into High Gear with Integrated Speech Recognition

Floyd Memorial Hospital and Health Services, a licensed 215-bed facility and a top-ranking hospital of the Hospital Compare program ([www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)), delivers the highest quality comprehensive services in close partnership with its physicians. The facility is quickly emerging as the preferred regional health delivery system in southern Indiana, with a new comprehensive heart and vascular center. Floyd Memorial also boasts expanded intensive care and cardiovascular care units, as well as a new state-of-the-art emergency center that includes a critical decisions unit, a fast track area, a specialized cardiac unit with two trauma rooms and an expanded women's imaging center.

### “Speech Recognition Was Next Logical Step for Optimization of Our Staff”

#### About Floyd Memorial

##### The Facility

- 215 Beds
- 12,800 Inpatient Visits per Year
- 154,000 Outpatient Visits per Year
- 600 Physicians

##### The Situation

- It was time to take their existing M\*Modal solution to the next level.
- The need to reduce costs was great.
- Like all healthcare facilities today, they needed to do more with less; technology was the key.

##### The Solution

- Enable speech recognition.
- Transition their Medical Transcriptionists to become productive Medical Editors.

Before Floyd started using M\*Modal Fluency for Transcription, total transcription lines produced in-house averaged 113,000 to 124,000 per pay period. When Floyd HIM went live with the DEP transcription and workflow module, they immediately saw many benefits; the M\*Modal solution positively affected their productivity, but they knew that they could do even better.

By activating the solution's integrated speech recognition tool, their productivity has soared! “Our total lines per pay period have increased to 235,000,” says Angie Mead, Transcription Manager. “M\*Modal Fluency for Transcription with integrated speech recognition has taken us to the next level.” An overall increase of approximately 2.8 million lines transcribed inhouse over one year's time demonstrates how her team has been able to take on more work.

The transition from Medical Transcriptionist (MT) to Editor was seamless. MTs were receptive to the idea of enterprise speech recognition as a whole. Floyd's MTs were very interested and curious about the editing and

how it could potentially help them be more productive. Training went very smoothly. “Most of our MTs were up and running in 20 to 30 minutes,” Mead notes. “We had two team members who had already had more extensive training, and they helped with the transition. In the short time since we turned on the integrated speech, we have seen a significant rise in productivity above and beyond our initial gains.”

The MTs were truly hoping for a boost to their daily line count – and that is exactly what happened. “We have an incentive program tied to line counts. A couple of the team members were on the brink of just missing their incentive pay, but now with speech recognition, they got the boost that they needed,” says Mead.

## “ASR Saves Time and Money Everyday”

Not only was Floyd able to make more efficient use of in-house staff, they were also able to reduce outsourcing significantly. The HIM department had been tasked with meeting set budget numbers. In just three months since they went live with automated speech recognition (ASR), they were able to save \$30,000 as a result of decreased outsourcing. As the staff continues to become more proficient and the system continues to learn, productivity will continue to improve. The combination of a great staff and quality technology has allowed the Floyd team to increase report volume and still maintain their turnaround time.

Mead notes, “Our MTs are very pleased now. With this technology, you are not fighting your equipment. Now we have a technology that works for us.”

“M\*Modal streamlined Floyd Memorial’s transcription in a number of ways, including point-of-care printing. That was one of the greatest benefits. As soon as the document is transcribed, it goes directly to where the patient is.”

*Brenda VanKirk, HIM Manager*

## “It’s Everything We Hoped For”

M\*Modal Fluency for Transcription with speech recognition is making Floyd HIM better and faster, which is exactly what they wanted their technology to do. The physicians’ workflow is not disrupted, reports are turned around more quickly and the overall experience with M\*Modal Fluency for Transcription has been everything hoped for. Concludes Mead, “I would tell any healthcare facility, if you really want to see an increase in production for your staff, you cannot go wrong by implementing M\*Modal Fluency for Transcription with integrated speech recognition. It’s the best way to decrease turnaround times, improve MT satisfaction and decrease outsourcing costs.”

### RESULTS

- Significant rise in productivity
- Decrease in outsourcing costs
- Seamless transition of MT staff to MEs
- Fewer complaints from physicians

### BENEFITS

- Reduced outsourcing costs by 20 percent
- Increased productivity by 48 percent
- Satisfied staff and physicians

To find out more, visit [mmodal.com](http://mmodal.com) or contact us at **866-542-7253**

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