



## Driving Costs Down and Efficiency Up in Community Hospitals and Rural Health Facilities

Community hospitals play a critical role in our healthcare system, serving people without access to larger hospitals. They include community, rural and critical access hospitals, and are crucial to the good health of the populations they serve. Independent community hospitals are especially sensitive to changes in healthcare mandates such as the shift to value-based care, making long-term sustainability an important concern.

M\*Modal understands the top challenges

community hospitals face today, some of which can quickly turn into existential threats for the healthcare facility.

To help community and rural healthcare facilities succeed in this tough environment, M\*Modal provides an extensible speech and artificial intelligence powered platform that enables these facilities to implement a clinical documentation strategy that can drive innovative care models, reduce labor demand and costs, maximize operating efficiency, and improve physician satisfaction. What follows are thumbnail accounts of how M\*Modal is a trusted partner delivering continuous value to clients in this healthcare segment by helping them cost effectively meet current and future goals.





“Our experience with M\*Modal has been fantastic.”

## COTTAGE HOSPITAL

Committed to strengthening the health of its community by providing “accessible, compassionate, quality healthcare”, Cottage Hospital is a 25-bed facility in New Hampshire. Transitioning to a new EHR system can be challenging even under the most ideal circumstances, but Cottage Hospital was planning to go live on the athenahealth® EHR without a HIM Director. M\*Modal was quickly able to fill the gap with a highly-qualified and well-experienced interim HIM Director to guide, manage and support the transition to athenahealth, and simultaneously train an in-house employee for the HIM Director position.

“Cottage Hospital’s experience with M\*Modal has been fantastic. We were in immediate need of an Interim HIM Director/HIPAA Privacy Officer and M\*Modal provided an experienced and professional resource. The onboarding process went smoothly and the team at M\*Modal was very easy to work with and prompt in answering questions and following up. The need for an Interim Director extended beyond the original agreement and M\*Modal was flexible with prolonging the dates, making the process extremely simple and painless. I would recommend M\*Modal to my peers,” said Ann Duffy, CFO of Cottage Hospital.



“M\*Modal has changed my life.”

## DAVIS HEALTH SYSTEM

After a thorough vendor evaluation to speech enable Davis Health System’s McKesson Paragon® and NextGen® EHR systems, M\*Modal was selected for its robust EHR integrations, real-time clinical intelligence and overall value proposition. The goal was to maximize EHR adoption and usability while improving physician satisfaction by unifying workflows and providing clinicians with a consistent documentation experience.

With M\*Modal Fluency Direct® (2018 and 2017 Best in KLAS, Speech Recognition: Front-End EMR), clinicians are not only able to create real-time documentation using natural speech directly in their EHR, but can also utilize built-in Computer-Assisted Physician Documentation (CAPD) functionality to improve the quality of the note as it is being created. By utilizing CAPD functionality, M\*Modal CDI Engage™ ensures that physicians

create a complete and accurate patient record right from the start with regard to patient care, Clinical Documentation Improvement (CDI), ICD-10 compliance, and more.

Doctors and nurses at Davis Health System are really happy with the M\*Modal system's performance and overall value:

- "This has changed my life! I take M\*Modal Fluency Direct everywhere with me." – Dr. Deborah Chadwick, M.D., General Surgeon.
- "I'm really happy with how M\*Modal Fluency Direct immediately recognizes medical terms and abbreviations." – Dr. Johanna Biola, M.D., Family Practice
- "I use M\*Modal way more than I thought I would. It's even more beneficial in NextGen than I realized." – Peggy Church, Nurse Practitioner, Women's Healthcare
- "M\*Modal rocks!" – Dr. Phil Chua, D.O., Hospitalist

Not only is physician satisfaction at an all-time high with M\*Modal working seamlessly in the healthcare organization's EHR systems, but M\*Modal's real-time artificial intelligence technology ensures that doctors create complete and compliant notes. This simultaneously improves patient care, physician efficiency and reimbursement, while reducing downstream queries by CDI Specialists (CDS), thereby creating time to care for all stakeholders.

## RANDOLPH HEALTH



Randolph Health in Asheboro, North Carolina, is 145-bed community hospital with about 5,000 adult inpatient admissions per year. Randolph Health has been using M\*Modal Fluency Direct speech recognition to create clinical notes directly in their MEDITECH® EHR system since 2013. Their clinicians also have the option of using M\*Modal Fluency for Transcription® for a back-end dictation workflow. To give their CDS the tools needed to automate and prioritize workflows, Randolph Health uses artificial intelligence powered M\*Modal CDI Collaborate™.

Given this strategic partnership with M\*Modal, Randolph Health has adopted a forward-looking documentation approach that believes improved documentation leads to improved patient care, which in turn leads to improved reimbursement. Simultaneously, Randolph Health is committed to improving the efficiency of both front-end and back-end workflows while reducing operational costs. With M\*Modal, Randolph Health has realized a 99.4% cost reduction: from about \$16,000/month, their transcription costs have dropped to about \$100/month with the use of M\*Modal front-end speech recognition.

According to clinicians at Randolph Health, M\*Modal Fluency Direct outperforms the competition and immediately adapts to all medical specialties, accents and dialects.

- “Anybody who has switched to M\*Modal speech recognition even for a week after using competitive products would not go back to the previous voice recognition product.” – Dr. Prashant Singh, Hospitalist
- “At first I was upset I didn’t have our previous EHR and speech recognition but now I don’t miss them at all.” – Dr. Dawood Elgergawy, Hospitalist

Like many community hospitals, Randolph Health struggled with limited resources and coverage with only one CDS trying to manually review all charts and payers. Challenges included denials from lack of clinical information to support diagnoses in payer claims and limited visibility into the impact CDI was making on the quality of clinical documentation and reimbursement. M\*Modal CDI Collaborate has helped Randolph Health triple CDS productivity: from 6 to 8 patient charts being reviewed daily, the M\*Modal natural language understanding powered system now enables 18 to 20 chart reviews per day. With this, M\*Modal has helped Randolph Health achieve the goal of improving documentation quality while reducing physician queries and denials. Simultaneously, the M\*Modal CDI workflow management and prioritization solution also delivers summarized clinical indicators to support diagnoses in payer claims.

“We first look at MS DRG and MCC (Major Complications or Comorbidity) opportunities, which have the biggest impact. The M\*Modal natural language understanding technology and CDI platform significantly improve our daily CDI workflow and outcomes,” said Pamela Thompson, Director of Health Information Management at Randolph Health. “All the M\*Modal people we have worked with have been great. The Implementation and Adoption Services teams are just amazing.”

With M\*Modal, Randolph Health has realized a 99.4% reduction in transcription cost and tripled CDS productivity with three times as many chart reviews.



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



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