MOUNT SINAI MEDICAL CENTER
REDUCES TURNAROUND TIME BY 67%

Mount Sinai
MEDICAL CENTER

"PowerScribe 360 | Reporting is the ideal companion to a busy workday by increasing radiologist productivity through accurate speech recognition and contributing to enhanced patient care through the rapid delivery of results to our referring physicians."

—Dr. David Mendelson
Chief of Clinical Informatics
Director of Radiology Information Systems
Mount Sinai Medical Center, New York, NY

CHALLENGE

- Improve productivity
- Reduce overall Radiology costs
- Increase turnaround time

SUMMARY

The Mount Sinai Medical Center is a 1,171-bed, tertiary-care teaching facility acclaimed internationally for excellence in clinical care. Founded in 1852, The Mount Sinai Medical Center encompasses The Mount Sinai Hospital and Mount Sinai School of Medicine.

Mount Sinai Medical Center recognized that speech recognition had matured in the healthcare industry and wanted to explore the possibilities it could offer for improving productivity and reducing costs.

SOLUTION

- Implement PowerScribe 360 | Reporting integrated with RIS/PACS

The center implemented PowerScribe® 360 | Reporting from Nuance® Healthcare for use by more than 75 radiologists dictating approximately 360,000 exams per year. Integrated with the center's GE Centricity® RIS/PACS, PowerScribe 360 | Reporting has helped Mount Sinai Medical Center reduce transcription costs, improve patient care, and boost radiologist and referring physician productivity.

RESULTS

- Eliminated transcription costs resulting in several hundred thousands in savings
- Achieved ROI in just four months
- Reduced average report turnaround time from 72 hours to less than 24 hours
- Improved productivity and patient care

HEALTHCARE

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IMPLEMENTATION

Mount Sinai Medical Center began by implementing a pilot of PowerScribe 360 | Reporting, which it integrated with its existing GE Centricity RIS/PACS. The speech recognition and reporting capabilities of PowerScribe 360 | Reporting and the solution's integration with the GE solutions all received positive feedback from radiologists. In the wake of the successful pilot, Mount Sinai rolled out Powerscribe 360 | Reporting at the main campus in Manhattan and at a smaller hospital, Mount Sinai Queens. To ensure successful deployment, trainers conducted one-on-one training with each radiologist during the conversion to the new platform. After just a few days, most radiologists felt completely comfortable using the new platform for their entire day's work.

The initial deployment was completed in 30 days, with 90% of the departmental users fully transitioned to the new speech-driven workflow. The remaining 10% of users, who were involved in creating reporting systems for non-PACS systems, such as Mammography, were deployed shortly thereafter. Today, more than 75 radiologists use PowerScribe 360 | Reporting.

ELIMINATE TRANSCRIPTION COSTS

With extremely accurate speech recognition, Mount Sinai was able to eliminate transcription services and the radiologists have been able to self-edit 100% of the time. As a result, the center now saves several hundred thousand dollars in yearly transcription costs.

IMPROVE WORKFLOW AND REDUCE TURNAROUND TIME

Reporting capabilities have improved workflows. Traditionally, radiologists signed all of their reports at the end of the day, which delayed transfer of reports to the referring physician. Now, with PowerScribe 360 | Reporting, physicians can dictate and digitally sign their reports, which has eliminated the end-of-the-day rush for the radiologist. It has also reduced the turnaround time and the report is available to referring physicians in a timely manner. Our average report turnaround time fell from 72 hours to less than 24 hours, after implementing PowerScribe 360 | Reporting.

ENHANCE PATIENT CARE

By generating highly accurate reports in a timely manner, the referring physician can diagnose, treat and get patients' appointments completed much faster.

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-350-4836 or visit www.nuance.com/healthcare.

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