

# LANDSTUHL REGIONAL MEDICAL CENTER **IMPROVES CARE** FOR SOLDIERS SERVING THEIR COUNTRY



*"The litmus test I use before introducing a new technology to my medical staff is: If it doesn't either enhance the quality of care we deliver or increase our efficiency, it stops there. We're all busy and simply don't have time to waste. Dragon Medical actually accomplished both of our goals."*

—Dr. Robert Walker, CMIO, Landstuhl Regional Medical Center, Landstuhl, Germany

## CHALLENGE

- Provide standardized care based on best practices
- Improve communication across multiple military hospitals
- Enhance patient care

## SOLUTION

- Deploy Dragon Medical 360 | Network Edition as a complement to inpatient and outpatient EHR systems

## RESULTS

- More consistent, accurate, and comprehensive documentation
- 3-fold increase in provider RVUs due to better documentation
- Eliminated millions of dollars in transcription costs
- More effective hand-offs and better care

## SUMMARY

Landstuhl Regional Medical Center (LRMC), located in Landstuhl, Germany, has 800 physicians who treat wounded soldiers from Iraq, Afghanistan, and military personnel stationed in Germany. Part of the Europe Region Medical Command, LRMC is one of 20 U.S. Army healthcare organizations in Belgium, Germany, and Italy. LRMC has a team of people who try to get better every day and provide the very best care to the soldiers who have put everything on the line for their country.

To improve workflow and documentation of care throughout the Army, senior leadership funded an initiative called MEDCOM AHLTA Provider Satisfaction (MAPS) which was then developed by providers who use the military's AHLTA Electronic Medical Record (EMR) system daily. MAPS addresses provider dissatisfaction due to slow documentation, workflow interruptions, and time-consuming, low-quality notes. Part of MAPS, the Dragon Medical 360 | Network Edition speech recognition system provides a way to document patient encounters efficiently and comprehensively.

## IMPLEMENTATION

As part of MAPS, various LRMC departments built hundreds of templates and macros with Dragon Medical 360 | Network Edition for documenting patient histories, exams, and treatment plans in a standardized manner that complies with best practices. To get its 800 physicians up to speed quickly on Dragon Medical 360 | Network Edition and minimize frustration, LRMC emphasized physician training.

## COMPREHENSIVE NOTES

Previously, documenting in the EMR required time consuming typing, a point-and-click process that produced inadequate notes, or use of a transcription service with slow turnaround. Dragon Medical 360 | Network Edition enables providers to capture a detailed, comprehensive description of the wounded soldier's medical story. This information can also be later reviewed and analyzed to improve the health system overall.

## BETTER HAND OFFS

LRMC often flies critical patients from down range to tertiary care centers in the U.S. up to 8,000 mile away within 24 to 72 hours. Dragon Medical 360 | Network Edition allowed providers to create documentation in real time so patient records are available prior to the patient's arrival at the accepting medical center, enabling a better hand-off and care.

## CONSISTENT CARE

Through standardized macros, templates, and order sets, clinics have standardized on evidence-based practices. This allows them to provide consistent up-to-date, quality care and decreases harmful variance. It's also easier to on-board new physicians, perform peer reviews, and stay up to date with the latest recommendations.

## ACCURATE CODING

Because coders helped create templates and macros, notes now include all the information necessary to document the appropriate coding level for each exam. As a result, LRMC can now code many encounters at a Level 4 instead of a Level 3 for new patients and follow ups, and has achieved a 3-fold increase in provider Relative Value Units (RVUs).

## LOWER TRANSCRIPTION COSTS

With Dragon Medical 360 | Network Edition, LRMC has discontinued their outside dictation service, which cost several million dollars a year. This has also relieved providers of the burden of reviewing dictations, resending them for correction, and then re-reviewing them.

## CONCLUSION

As a result of implementing MAPS with Dragon Medical 360 | Network Edition, LRMC is helping its team of providers provide the best possible care to soldiers putting their lives on the line for their country.

## 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 888-350-4836 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**