

# Virginia Spine Institute improves documentation with mobile apps and **embedded speech technology.**

## Challenge

- Cost of transcription services and delays in turnaround and reimbursement
- Limited options for documenting clinical notes when on the go

## Solution

- Deploy eClinicalWorks' mobile apps with embedded Dragon® Medical

## Results

- Gave physicians access to a mobile clinical documentation solution
- Reduced transcription costs by 65%
- Decreased the number of unresolved patient notes by nearly 50%
- Eliminated three-day turnaround cycles for transcriptions, and gained real-time access to notes in patients' charts
- Expedited the reimbursement process

## On-the-go access to EHR and speech recognition

For more than 25 years, Virginia Spine Institute has dramatically improved the lives of over 60,000 people. As a nationally recognized medical practice, its focus is on providing coordinated care by the nation's top specialists, resulting in patients returning to their active lifestyles quickly and safely. Virginia Spine Institute is one team with one goal: improving the lives of those suffering with neck or back pain.



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Colin Haines, MD  
Virginia Spine Institute

To reduce costs and better support its physicians’ desires for clinical documentation portability, the Virginia Spine Institute deployed Nuance® Dragon® Medical in conjunction with eClinicalWorks mobile applications.

#### **Opportunity for improvement**

Jesse Burke, Virginia Spine Institute’s EHR specialist, recalls the challenges the organization faced before going mobile. “In the past, we used transcription services for the majority of our documentation,” he says. “Not only was this approach expensive, but it also took three to five days to get dictations transcribed. These turnaround times were not ideal from a patient care perspective, and they also made it difficult for us to receive reimbursement payments on time.”

#### **Implementation and adoption made easy**

Virginia Spine Institute had used eClinicalWorks EHR for years, but decided to deploy eClinicalWorks’ mobile applications along with Nuance’s leading clinical speech technology in the summer of 2015. Burke reports that the decision was made easier by the fact that Nuance is eClinicalWorks’ preferred speech recognition vendor

“We have one physician who is known to be critical of new technologies or tools we try to roll out,” says Burke. Yet this physician was already familiar with Nuance’s speech recognition, and to our surprise, became one of our first power users of the mobile app. “He was an outspoken advocate for the solution, and his positive feedback influenced other physicians to start using it.”

#### **Mobile solutions improve processes — and results**

By implementing eClinicalWorks’ mobile apps with Dragon Medical, Virginia Spine Institute’s physicians now have direct access to the EHR using technology they’re already comfortable with — their own phones and tablets.

“We have been blown away by the accuracy of Nuance’s speech recognition technology,” says Colin Haines, MD, of Virginia Spine Institute. “It helps my productivity since I don’t have to type into the EHR or be at a desktop to complete dictations. Plus, since I have my smartphone with me at all times, I can always dictate.”

Now, physicians can add notes and make other time-sensitive documentation edits to the patient record much faster than relying on transcription turnaround times. For example, they can dictate patient notes, add progress notes, or make edits to a patient’s chart in real time. Chart information is updated immediately, which means the next provider sees this information right away — rather than the typical three to five days after dictations are transcribed. All of this has helped Virginia Spine Institute reduce its overall transcription costs by 65 percent.

#### **Bottom-line benefits**

Since implementing the mobile solution and confirming successful physician adoption, Virginia Spine Institute is reporting many significant benefits related to cost savings, profitability, and beyond.

In addition, because patient dictations are completed, closed, and “locked” much sooner, Virginia Spine Institute reports that it has been able to receive reimbursement payments much more quickly, helping increase profitability. Burke notes that they were able to reduce the number of unlocked dictations by nearly 50 percent — a significant improvement.

“Deploying a mobile app with Nuance speech recognition has helped us do it all,” says Burke. “We’ve increased productivity and physician satisfaction, and even enhanced patient care. At the same time, we’ve been able to reduce transcription costs while gaining a way to improve the quality of information in the patient record. We can’t imagine life without it.”

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#### **About Nuance Communications, Inc.**

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance’s proven applications. For more information, visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#) and [Facebook](#).