

Improving physician satisfaction at Kootenai Health.

Challenge

- Time-consuming transcription processes
- Delayed availability of patient information in the EHR
- Inefficient discharge processes
- Low physician engagement and satisfaction related to ICD-10 compliance

Solution

- Dragon® Medical
- PowerMic™ Mobile
- Dragon® Medical Advisor

Results

- Real-time access to a complete patient record, to anyone who needs it
- More accurate, appropriate documentation
- Improved compliance with ICD-10
- Increased physician satisfaction

The need for a better documentation experience

Kootenai Health is a leading regional healthcare system that provides a comprehensive range of medical services to patients in northern Idaho and throughout the Inland Northwest.

Kootenai Health recently faced a number of challenges related to its clinical narrative capture and transcription processes. Transcribing notes and documentation tended to take too long and didn't provide real-time clinical information in the patient record. As a result, physicians often had to track down patient charts to make care decisions—decisions that could have been made from anywhere in the organization.



“For us, the biggest benefit is that we can now get complete information in the patient’s record in real time and provide access to anyone who might need it. This is imperative for improving the transition of care.”

Dr. Stephanie Lahr, Chief Medical Information Officer
Kootenai Health

At the same time, physicians wrestled with the best way to document patient encounters. They were looking for a better way to create optimal notes and comply with ICD-10, all so they could spend more time delivering better patient care.

To address its transcription and narrative challenges, Kootenai Health selected the Dragon® Medical, PowerMic™ Mobile and Dragon® Medical Advisor solutions from Nuance Communications.

These integrated solutions start by enabling physicians to speak their notes—translating their voice into a detailed clinical narrative that feeds directly into the EHR. From there, Dragon Medical Advisor analyzes these notes in real time and suggests ways to provide additional specificity or detail. Kootenai Health has minimized its reliance on transcriptionists while gaining faster, better access to complete information in the patient’s record. At the same time, physicians now produce more accurate documentation, helping reduce post-discharge queries and other questions.

User adoption and engagement were key considerations. “It was very important that we give users a tool they needed, but one that wouldn’t be perceived as ‘mandatory,’” says Dr. Stephanie Lahr, Chief Medical Information Officer. “To get employees to use it and maximize physician satisfaction, we wanted the tools to be loved and embraced.”

The Nuance solution exceeded expectations by providing a “best-of-both-worlds” approach. “In the past, traditional approaches may have been good at providing a narrative but not real data for the system. On the other hand, structured notes could offer data, but had no way of capturing the full story,” explains

Dr. Lahr. “The Nuance solution really is a win-win. It gives physicians a better way to document their full patient narrative while still creating a great record for future use.” PowerMic Mobile further supports physician mobility at Kootenai Health by allowing clinicians to use their smartphones as secure wireless microphones. Remote access to the Nuance Dragon Medical solutions reduced wait time at workstations while also allowing providers to securely and rapidly document using Dragon Medical from virtually any workstation—at the hospital, clinic or home.

Today, ICD-10 means physicians have 68,000 diagnosis and 72,000 procedure codes to choose from when documenting patient encounters—a 678% increase in codes. All of this adds up to a situation where physicians could potentially spend more time documenting patient information and less time delivering actual care. The Nuance solution now helps Kootenai Health physicians analyze the patient note, improve accuracy, and better meet ICD-10 requirements. ICD-10 compliance is very important, but as Dr. Lahr puts it, “It is more valuable to show our users that these efforts can improve the quality of care.”

As more physicians continue to use the Nuance solution, Kootenai Health predicts that its investment will soon become cost neutral and even begin to offer financial savings for a significant ROI. By providing a better solution for capturing patient stories and making this information readily available in the EHR, the Nuance solution has delivered a solution for improving ICD-10 compliance, physician satisfaction, overall productivity, and most importantly, patient care.

Learn how Nuance can help you document the patient story—in the way that you prefer. To learn more, contact us at 877-805-5902, or visit www.nuance.com/healthcare today.

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 or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#) and [Facebook](#).