

Good Samaritan Hospital Selects the SpeechMotion Enterprise Solution



Good Samaritan Hospital is a modern, 232-bed regional medical center offering a broad scope of medical services in an atmosphere of personal, compassionate care. Located in Vincennes, Indiana, Good Samaritan Hospital has been serving patients in southwest Indiana and southeast Illinois for more than 100 years.

In 2010, Wendy Mangin, Director of Medical Records, began searching for a new documentation solution that would stabilize, and possibly reduce, their rising costs, while allowing the hospital to meet increasing demand for transcription services. The hospital needed a product that could integrate with their existing document management system, while offering a state-of-the-art combination of productivity and efficiency tools for transcription and voice management.

In initial research, Ms. Mangin recognized the improvements promised by speech recognition and the cost savings associated with the Software-as-a-Service (SaaS) business model.

Ms. Mangin hoped that implementing speech recognition would increase the capacity of the Good Samaritan transcriptionist team. Improving transcription capacity would allow Ms. Mangin's team to meet the hospital's growing demand for transcription services, as well as return the overflow work outsourced to an external service back to in-house - all without hiring new staff.

In addition, choosing to pursue a SaaS solution could help Good Samaritan reduce costs, while allowing them to take advantage of new technology advancements, without paying for costly upgrades or service contracts.

While evaluating a new documentation solution, Good Samaritan Hospital had several strategic objectives:

- Integrate with the hospital's document management system
- Increase transcription capacity, without hiring new staff
- Implement back-end speech recognition, without impacting physicians
- Fully support transcriptionists as they transition to speech recognition editors



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CASE STUDY

Good Samaritan Hospital is a modern regional medical center offering a broad scope of medical services in Vincennes, Indiana.

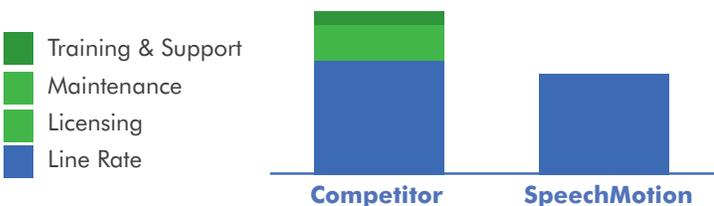
SpeechMotion Reduced Costs Very Budget Friendly

In 2010, Good Samaritan Hospital selected SpeechMotion as their new documentation platform. A Software-as-a-Service (SaaS) solution, SpeechMotion promised to meet each of the hospital’s strategic objectives, while reducing transcription costs and eliminating licensing, support, and maintenance fees.

Many traditional software vendors charge their customers for support and training. These fees can quickly accumulate to many thousands of dollars every year. When analyzed as part of a line-rate, customers can find that their true line rate is far greater than what think they think they are paying.

With SpeechMotion, customers are charged a simple, easy to understand per-line rate. This means that customers, like Good Samaritan, pay proportionally based on usage. This line rate is inclusive of everything the customer needs to use SpeechMotion, including training, support, and maintenance.

The initial costs of training and setup, plus yearly support and maintenance fees, can greatly alter a usage rate, when broken down per-line.



“The projected costs of partnering with SpeechMotion were far less than purchasing a brand new system,” notes Ms. Mangin. Since there were no capital expenditures or initial costs associated with SpeechMotion, the decision to purchase SpeechMotion was budget independent for Ms. Mangin and the team at Good Samaritan.

Flexibility for Interoperability Meet Strategic Objectives

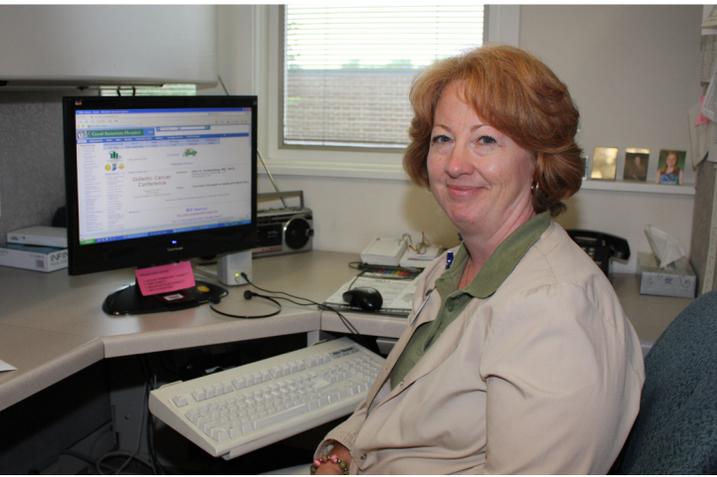
SpeechMotion’s flexibility and customization allowed for a simple and easy integration with Good Samaritan’s document management system. Once the staff transcribe or edit a document, SpeechMotion uploads it via an HL7 interface to Good Samaritan’s document management system. SpeechMotion’s flexibility made the interface project simple and straightforward. The interface was completed in a few weeks, on time and at very little cost to Good Samaritan. “The SpeechMotion IT staff were very patient and knowledgeable,” remarks Ms. Mangin.

In addition to uploading documents to Good Samaritan’s document management system, SpeechMotion was able to assist the hospital with meeting a strategic objective ahead of schedule - automating document faxing to a patient’s primary care physician (PCP).

Prior to implementing SpeechMotion, Good Samaritan manually faxed or mailed patients’ records to their PCP. SpeechMotion’s automated distribution allowed the hospital to easily add PCP faxing to their distribution, allowing the hospital to meet their strategic objective several months ahead of schedule.

“We have eliminated expensive maintenance agreements and licensing fees. The simple transaction-based pricing model of SpeechMotion made it very budget friendly.” –Wendy Mangin





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CASE STUDY

Wanda Whittington, a Good Samaritan transcriptionist, now edits speech recognition drafts with SpeechMotion.

SpeechMotion Supports Users Exceeded Expectations

Good Samaritan was attracted to SpeechMotion for many reasons, including its back-end speech recognition solution. Implementing back-end speech recognition was a necessity for Good Samaritan to meet growing demand and reduce overflow transcription outsourcing.

One of the greatest concerns for Good Samaritan was transitioning their 18 transcriptionists to back-end speech recognition editors. The SpeechMotion team provides a comprehensive training and mentoring program for speech recognition editors, allowing customers, like Good Samaritan, the ability to leverage the expertise and experience of the SpeechMotion team, rather than training staff on their own. Training and mentoring by the SpeechMotion team is free of charge.

"The SpeechMotion team provided a lot of individual attention to the transcriptionists during the training period and beyond," comments Ms. Mangin. "They utilized webinar software to train our remote staff, as well as provided individual follow-up training, which exceeded our expectations."

Increase Transcription Capacity Improve Productivity

Good Samaritan's primary objective in choosing a new documentation solution was to eliminate overflow outsourcing and increase transcription capacity. They were attracted to back-end speech recognition, but did not want to involve their physicians by asking them to change their dictation habits or to spend time training the system.

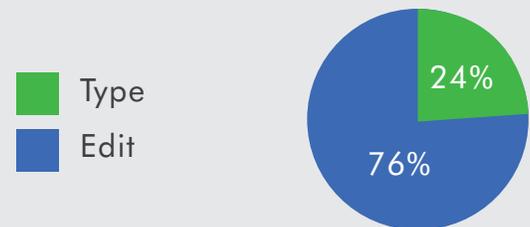
Good Samaritan implemented SpeechMotion in October, 2010. Due to the holiday season, the hospital did not implement back-end speech recognition until February, 2011.

No special training was required for Good Samaritan's physicians when the transition was made. The back-end speech recognition technology provided by SpeechMotion adapted to the physician's speaking habits, rather than requiring the physician to adapt to the technology. This process makes the technology completely transparent to the physician, so Good Samaritan's physicians did not need to be involved in the implementation.

Through the months of February and March, all 18 transcriptionists were trained and supported in becoming proficient speech recognition editors. By May, 2011, capacity had increased and the hospital was no longer outsourcing work to remain current. The transcriptionists were editing 76% of total volume, without the physicians being made aware speech recognition had been implemented.

"SpeechMotion has streamlined our documentation processes by combining our dictation and transcription system into one, affordable solution. The SpeechMotion team have been very supportive of us, even making enhancements to the product based on our suggestions," comments Ms. Mangin. "We have been very happy in our decision to select SpeechMotion."

Six weeks after implementing speech recognition editing, Good Samaritan Hospital was editing 76% of total volume and greatly reduced overflow outsourcing.





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—Wendy Mangin

Good Samaritan Hospital staff, from left to right: Wendy Mangin, HIM Director; Brittany Farmer, Clinical Documentation Specialist; Debbie Purcell, Transcription Supervisor and Marilyn Anson, Imaging Specialist.

Good Samaritan

In the first six months of working with SpeechMotion, Good Samaritan met their strategic objectives:

- Significantly Reduced Overflow Outsourcing
- Implemented Back-End Speech Recognition, without physician training
- Trained 18 Transcriptionists to be Proficient Editors
- Integrated a State-of-the-Art Solution with the Hospital’s Document Management System



About SpeechMotion State-of-the-Art Solution

SpeechMotion™ is a state-of-the-art voice capture, speech recognition, distribution, and e-signature application platform for healthcare documentation. As a Software-as-a-Service (SaaS) solution, SpeechMotion is flexible, reliable, and budget friendly.

Designed by transcription and HIM managers for userfriendliness and flexibility, SpeechMotion integrates into existing environments for full and transparent interoperability, reducing costs and improving efficiencies.

To learn how SpeechMotion can assist your organization in meeting your strategic goals, while reducing costs, visit www.speechmotion.com.

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