

## Floyd Memorial New Albany, IN

- 215 Beds
- 12,800 Patient Visits per Year
- 154,000 Outpatient Visits per Year
- 600 Physicians

### The Situation

- The system was failing – technology was too outdated
- Downtime was increasing due to software constantly crashing
- Transcriptionists were wasting time managing transcription systems, est. 6-8 hours per transcriptionist per week
- The need to do more with less was a growing concern

### The Solution

- Superior ASP technology from MedQuist and the promise of a stable system with little to no internal IT resources required
- Transcriptionists focused more on transcription and less on equipment maintenance
- Expanded access to technology to allow seamless workflow and productivity through transcription from home offices
- Exceptional document workflow management for happier and more productive transcription staff and HIM team

### The Result

- More productivity with less staff – gained an average of 10,000 minutes of dictation per month
- More transcriptionists were given the opportunity to work from home
- More space for other purposes
- No downtime for remote MTs
- Streamlined other departments such as cardiology and ER

### The Benefits

- Improved workflow processes
- Happier HIM team
- Chart printing to the point of care
- No equipment on-site

## MedQuist DEP Optimizes Transcription Productivity - with an Increase of 10,000 Minutes of Dictation per Month

Floyd Memorial Hospital and Health Services, a licensed 215-bed facility and a top ranking hospital of the Hospitals Compare program ([www.hospitalcompare.hhs.gov](http://www.hospitalcompare.hhs.gov)), delivers the highest quality comprehensive services in close partnership with its physicians. The facility is quickly emerging as the preferred regional health delivery system in southern Indiana, with a new comprehensive heart and vascular center. Floyd Memorial also boasts expanded intensive care and cardiovascular care units, as well as a new state-of-the-art emergency center that includes a critical decisions unit, a fast track area, a specialized cardiac unit with two trauma rooms, and an expanded women's imaging center.

### The System Was Failing. Fast.

While Floyd Memorial enjoyed an increase in report volume, its legacy dictation and transcription system simply could not keep up with the demand. Diverse platforms, poor vendor service, and outdated technology contributed to the problem—valuable transcription and administrative time was regularly being wasted.

“Transcriptionists would spend a good portion of their time dealing with equipment failures,” said Brenda VanKirk, HIM Manager at Floyd Memorial. According to VanKirk, the old system was not conducive to remote work, as transcriptionists had to wait until jobs were assigned. “If a STAT report was needed after-hours, and there was no one in the transcription room, someone from medical records had to unlock the transcription room, call a transcriptionist at home and assign work from the office,” VanKirk said. Clearly, the facility needed a way to maximize transcription productivity and efficiency.

### A Robust ASP Solution

It was Floyd Memorial's goal to find a reliable solution that would offer innovative technology and increased efficiency—one that could support growth while streamlining its transcription process. Floyd Memorial's upper management struggled for an entire year with the decision whether to utilize an on-premise solution or one located off-site. However, the facility's HIM department had intimate knowledge of on-premise solutions and did not particularly want to continue to manage hardware, favoring an off-premise solution.

Floyd Memorial conducted a detailed search for the best option, eventually focusing on MedQuist. To alleviate the common fears associated with off-premise solutions—such as control, stability and accessibility—the facility contacted a number of MedQuist references. These references spoke openly about DocQment<sup>™</sup> Enterprise Platform (DEP), and indicated that they did not experience instances of downtime.

DEP streamlined Floyd Memorial's transcription in a number of ways, including point-of-care printing. That was one of the greatest benefits. As soon as the document is transcribed, it goes directly to where the patient is.

**Brenda VanKirk,  
HIM Manager,  
Floyd Memorial**



Armed with this information and supported by the upper management's trust in the HIM team's expertise, Floyd Memorial made the decision to go with DEP from MedQuist. A fourth-generation ASP workflow management system, DEP is designed to integrate and unify dictation, transcription, speech recognition, authentication and distribution using an Internet-hosted model. "Everyone was very excited about this new technology," said VanKirk.

### Seamless Implementation

Early in 2006, Floyd Memorial had gone live with another MedQuist solution, SpeechQ for Radiology™. Because the implementation with SpeechQ had proceeded so well, there were no real fears in implementing DEP.

"With the exception of a few glitches, the actual implementation process was easy," said Transcription Supervisor Angie Mead. "The MedQuist sales director, Walter Bradley, was very proactive. He always called when there was an issue; he wanted it to be a success as much as we did."

### Technology Means Increased Productivity and No Downtime

The most obvious result of the DEP implementation at Floyd Memorial is the significant increase in transcription productivity. "We've gained an average of 10,000 additional minutes of dictation per month," noted Mead. Transcriptionists now work seamlessly from their home offices and can easily assign work to themselves. "They don't have to wait," said Mead. "If a STAT report is needed after-hours, we simply call a transcriptionist at home. She finds the needed report, assigns it to herself and starts working." Additionally, Floyd Memorial's HIM is now equipped to do more with less. When the facility lost a few transcriptionists, it was not necessary to replace them.

DEP streamlined Floyd Memorial's transcription in a number of ways, including point-of-care printing. "That was one of the greatest benefits," said VanKirk. "As soon as the document is transcribed, it goes directly to where the patient is." The process record center has also been dramatically improved, as clerks no longer waste time sorting.

Added VanKirk, "Even if the system in the hospital goes down, remote transcriptionists can continue to work."

### Benefits

"The transcriptionists have truly embraced this new technology," said VanKirk. "It was easy to learn, and because it's remote, transcriptionists don't have to maintain any equipment." Before the implementation of MedQuist's DEP, Floyd Memorial would typically submit four or five downtime reports a week. Today, the facility experiences no downtime from transcriptionists at home, whatsoever.

System integration has also emerged as a big benefit of DEP. Previously, it could take up to two hours to add a new transcriptionist or doctor to the facility's information system. "With four different systems to put them into, that simple process became quite complicated," said Mead. "DEP made the process simple again. Now it takes just seconds."

"The next step is Automated Speech Recognition (ASR) for the transcriptionists," said VanKirk. "As volumes continue to increase, it is important to continually refine the process. ASR is the next step."

**MedQuist™**

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