

**MERIDIAN HEALTH**  
Headquartered in  
New Jersey

- Over 1,219 licensed beds
- 300,000 patient visits per year

**The Situation**

- The lag time of patient reports led to physician and patient dissatisfaction.

**The Solution**

- Partner with MedQuist and utilize its advanced technology and highly trained transcription team to handle the entire transcription life cycle 24 hours a day, 7 days a week.

**The Result**

- Meridian saved over \$100,000 in 2005
- Reports were available in three to 20 hours, instead of the previous 24 to 72 hours
- Helped physicians make clinical decisions and determine length of stay more quickly – the turnaround time was now 8-10 hours

**The Benefits**

- Improved physician satisfaction and quality care
- Coding operations and billing processes had faster turnaround times

## MedQuist's transcription and technology services helps Meridian Health save over \$100,000

Meridian Health, headquartered in New Jersey, delivers comprehensive, state-of-the-art diagnostic and therapeutic services through three local hospitals: Jersey Shore University Medical Center, Ocean Medical Center and Riverview Medical Center. In addition to these facilities, the nationally accredited practice has 70 convenient locations for assisted living communities, nursing and rehabilitation centers, home care services, wellness/fitness centers, medical goods/equipment retail stores, occupational medicine, ambulance services, outpatient laboratory services, and outpatient mental health services. It has an annual revenue of \$820 million and over 7,500 dedicated employees, 1,400 physicians and 3,000 volunteers.

### Slow Turnaround Time

With over 1,219 licensed beds and 300,000 patient visits per year, the medical staff relies on numerous file and transcription reports to help them treat patients with quality care. Unfortunately, these reports weren't always completed in an efficient or timely manner.

Since their resources were fragmented between the many locations, Meridian Health was faced with documentation challenges such as slow turnaround time and inaccurate reports. Their limited transcription support was always at capacity and the organization wasn't able to drive down turnaround time to meet its standards.

According to James Braden, the Corporate Director of HIM of Meridian Health, this led to physician and patient dissatisfaction. The lag time of certain patient reports was 24-72 hours – delaying doctors in making clinical decisions and determining length of stay. Ultimately, gaps in this process can make a significant difference impacting the quality of care.

“Quality care is our top priority,” Braden said. “If better transcription service for the medical staff was available, then doctors would be able to better serve their patients. We knew we had to find a technology solution that was cost-effective and met all of our organization's needs.”

### A Consolidated Solution

After carefully creating a strict and precise list of criteria, the HIM Transcription Leadership and Materials Management Team sent out a request for proposals. They were looking to find a technology solution that increased efficiency and effectiveness of maintaining crucial patient documents in a timelier manner that didn't exceed their budget. While cost savings were apparent with all of the companies, MedQuist stood out as one of the three medical transcription providers to further interview and research.

As the decision-making field narrowed, MedQuist became the obvious choice, especially at the next level of evaluation. Not only did MedQuist

“The results cascade across the organization as a whole. Every department has benefited in some way or another. Not a day goes by where we don't receive accolades from our medical staff directly related to the dramatic improvement in medical report availability.”

JAMES BRADEN,  
CORPORATE DIRECTOR  
OF HIM



fit Meridian Health's expectations, but the company also had a standard reputation that seemed more progressive and supportive than its competitors.

In 2004, Meridian Health decided to partner with MedQuist for its transcription and technology solutions. MedQuist provided advanced technology and a highly trained transcription team that was dedicated to their account around the clock. In order to optimize the balance between the in-house and outsourced medical transcription, Meridian Health chose MedQuist to handle the entire transcription life cycle – dictation capture, report transcribing and quality assurance checks – for certain reports that demanded faster turnaround times.

### **Painless Transition**

MedQuist implemented the new transcription process very quickly. It defined a clear transition period and remained accommodating throughout that process. In fact, after the smooth transition, Meridian found they had saved over \$100,000 in just several months. They have also experienced improved record keeping, quality work and a greater ability to handle fluctuating volume.

“The transition was painless,” says Braden. “There were some technical hurdles to cross, which are to be expected with any project, but MedQuist made sure these hurdles were short-lived and handled very well.”

With the documentation flow flexible across all locations, oftentimes weekends became more demanding. According to Louise Frey, Meridian Health's Corporate Transcription Manager, “MedQuist was very responsive to our requests for more coverage on weekends and worked hard to meet our needs. We held weekly conference calls to discuss progress and any issues or questions – those meetings were extremely helpful.”

### **Faster Turnaround Time = Physician Satisfaction**

Prior to the implementation of MedQuist's transcription services, the targeted turnaround time for many reports was 24 hours. MedQuist, however, exceeded the goals by steadily producing these reports under the expected times. Reports were available in three to 20 hours, instead of the previous 24 to 72 hours. The increase in productivity helped physicians make clinical decisions and determine length of stay more quickly – the turnaround time was now eight to 10 hours.

Besides decreasing costs, the increased productivity helped coding operations and billing processes reduce turnaround time. Most importantly, it has also improved physician satisfaction.

“We are very pleased to have the opportunity to work with Meridian Health,” said Frank Lavelle, President of MedQuist. “They are a leader in providing patient-focused healthcare services. Their commitment to using technologies to complement the quality care of patients is a perfect fit for MedQuist's products and services.”

**MedQuist**<sup>®</sup>

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MQ 106-2 CS/TOS/Meridian 06.12.2007

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