

▶ **CASE STUDY: SpeechQ for Radiology™**

**St. Claire Regional
Medical Center**

Morehead, Kentucky

- 159-bed hospital
- Clinics in five surrounding counties
- Three radiologists

The Situation

- Long turnaround times and backlogs of clinical reports were slowing down the flow of diagnostic information to clinics, physicians and patients.

The Solution

- Implement SpeechQ to reduce turnaround time, enable medical transcriptionists to become editors, and allow physicians to self-edit.

The Result

- Report turnaround time measured in minutes instead of hours
- Fewer reports in the queue
- MEs are able to work from home

The Benefits

- System's accuracy improves over time
- Increased job satisfaction for MEs
- Streamlined workflow in Radiology and Cardiology departments

Kentucky Healthcare Provider Gains Improved TAT, Self-Editing MDs, and Satisfied MEs with SpeechQ

Named in honor of Dr. Claire Louise Caudill, who had the vision and determination to obtain the funding and support to open a hospital in Morehead, Kentucky, St. Claire Regional Medical Center first opened its doors on July 1, 1963. Since that time, the now 159-bed hospital has continuously evolved to meet the healthcare needs of the community. Currently, St. Claire Regional offers a wide variety of services in and around Morehead, including clinics in five surrounding counties. These clinics allow many patients to be seen near their homes for a variety of services including physician office visits and diagnostic testing.

Quality Initiatives Call for Shorter TAT, Fewer Backlogs

Charlotte Lewis, Administrative Director of Diagnostic Services, and LeeAnn O'Bryan, Technical Director of Diagnostic Imaging Services, needed help to improve clinical reporting for St. Claire Regional's rapidly growing Radiology and Cardiology departments, so they turned to MedQuist. One of their quality initiatives was to provide the hospital's clinics, physicians and patients with diagnostic information in less time. They also sought a solution that would allow the radiologists to dictate and review their reports while the patient images were displayed, to improve patient safety. The answer for both initiatives was SpeechQ for Radiology™.

Prior to implementing SpeechQ, the turnaround time (TAT) at St. Claire Regional averaged eight hours for ED reports and 24-36 hours for non-urgent patient testing. These long TATs were the result of not having enough medical transcriptionists (MTs) to support the workload, even though the department employed six MTs. Often, there would be four to six hours of work backlogged.

Medical Transcriptionists Transition to Editors

After the SpeechQ implementation in January 2007, three of the transcriptionists became editors, and the remaining three began working in other areas of the hospital. Just a few months later, many reports are already being self-edited by the physicians, and those reports that are sent to the medical editors can be edited much faster than they could previously be transcribed. Since the editors' workload has also been lessened, the report TAT has been drastically reduced. TAT is now measured in minutes instead of hours, and at most, the editors will have 20 reports in their queue.

SpeechQ has really improved the [medical] editors' job satisfaction, and has allowed us to retain these valuable employees.

**CHARLOTTE LEWIS,
ADMINISTRATIVE DIRECTOR
OF DIAGNOSTIC SERVICES**

The editors agree that they like the editing process much better than transcribing and can't imagine ever going back to traditional transcription. Further, they indicate that editing is much easier on their hands and wrists, and they are now able to work from home. According to Lewis, "SpeechQ has really improved the editors' job satisfaction, and has allowed us to retain these valuable employees."

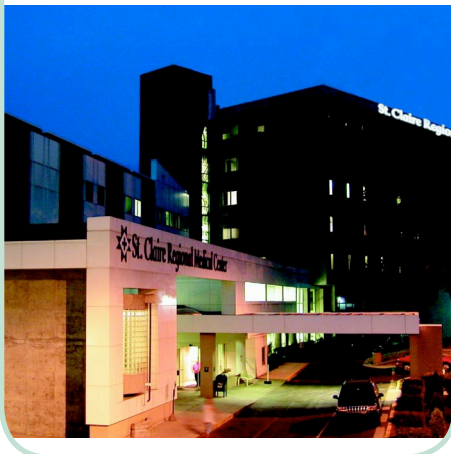
Radiologists and Cardiologists Streamline Workflow

The three radiologists at St. Claire Regional have also seen the benefits of the system. Since SpeechQ has an embedded Philips SpeechMagic™ speech engine, any edits made by either the physician or the editor immediately update the user's speech profile, so that the system's accuracy quickly improves. At St. Claire Regional, this has meant a majority of the radiology reports can be reviewed and signed by the physicians themselves.

According to Lewis, who also manages St. Claire Regional's Cardiology department, after seeing the radiologists use speech recognition, the hospital's cardiologists were encouraged to give SpeechQ a try. Within a few months, a full library of cardiology templates was developed, the cardiologists were creating their clinical reports using SpeechQ, and the cardiology report TAT now rivals that of radiology. To further streamline the workflow, the department's nurse practitioners (NPs) and physician assistants (PAs) were added as users. The NPs and PAs enter in patient clinical data and then route the reports to the appropriate radiologist or cardiologist for their interpretation.

Keys to a Successful Implementation

Lewis and O'Bryan both agree that their success with SpeechQ is related in large part to the quality of the MedQuist implementation and training team. "We felt prepared for every aspect of our implementation because MedQuist personnel were there to guide us," says Lewis. "When we began using SpeechQ, we felt ready and confident of our ability to manage the system, and we couldn't be happier."



MedQuist®

MedQuist Inc.
Corporate Office
1000 Bishops Gate Blvd., Suite 300
Mount Laurel, New Jersey 08054-4632
www.medquist.com
800-233-3030

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