

# Benefiting from a Centralized Information Management System

## *Maury Regional Healthcare System Integrates Its Transcription Services*

by Wanda Newton, RHIT

The Maury Regional Healthcare System has changed dramatically over the years. Started as a small community hospital in 1952 with just 50 beds, it has expanded into a bustling, modern healthcare provider that employs more than 165 physicians and 2,000 employees. With three hospitals and an ambulatory center, today we provide healthcare to nearly 250,000 patients a year in an eight-county area in South Central Tennessee.

This expansion and modernization evolved over time, and so did the information management systems. Managing the data for a system of care that includes three facilities is never an easy task, and it was complicated by the fact that each facility had its own dictation system, requiring constant on-site management.

We had added so much volume over the years that eventually the system we had since 1999 was going down once or twice a week. Someone—often me—would actually have to go in to the hospital at all hours to re-boot the system every time that happened. In 2005 we received budget approval for a much-needed new system and began to investigate the possibilities.

Selecting a vendor was a major decision for us. Consolidating all our dictation systems into one integrated platform sounded terrific. But we were concerned about the design and implementation—how hard it would be to get this up and running was our biggest question.

We ultimately selected MedQuist DocQment™ Ovation, which offered us the solution to our primary integration problem, and which could be custom-designed to fit Maury's exact needs.

### **Making the Transition**

The first 30 days were difficult, due to configuration and connection issues, but we found the vendor team was right there helping us through every step. We have not had better service.

With 17 transcriptions working from home, getting them connected and keeping them connected was the biggest challenge. Some of them were still using dial-up connections, but once that was resolved, everything went smoothly. For physicians, the change was invisible. They continued to work the way they always had, which meant no additional training and no disruption for them. Now, however, they have flexibility to work from home or any facility, with just one user ID and one password. In addition, we are able to personalize each physician profile to their own dictation style and needs.

### **Real-time Monitoring**

Not only does DocQment Ovation provide Maury with faster data, it also provides us with better data. Managers can keep an eye on volume across the entire system of care, allowing them to shift resources to the highest need areas quickly and without disruption.

Administrators and the executive staff at Maury also can log on to the system from any computer with an Internet connection and view a dashboard report to get real-time information about the entire system all at one time.

Previously we had just one station at our flagship hospital to manage the system. Limited data were available to each facility, and we could not connect with each other. Now we can transfer resources based on real-time data from anywhere—including right from my hotel room during a meeting break. Having this level of oversight even when off-site is something I would never have thought possible before now.

### **Improving Quality Control and Productivity**

Productivity and quality control has improved dramatically with the new system as well. Just two months after implementation, transcriptionists' daily minutes had gone up 34 percent, a productivity increase we could see as it was happening, instead of months later. This allows administrators to

make smarter staffing decisions and cross-train transcriptionists to share resources, something we could not do in the past. We have also been able to decrease the outsourcing of transcription services.

Another advantage is that the system alerts supervisors to weaker links in the information chain. We can pinpoint inefficiencies and fix them before they become problems. An added benefit has been the universal acceptance of the new system. Transcriptionists cite better voice quality, ADT, and better, easier-to-use information. Physicians enjoy the ability to dictate from multiple facilities with a single ID.

### **Positioning Maury for the Future**

Maury Regional Healthcare is continuing to evolve, adding new specialty centers, including an imaging center. Having the new system in place will make this transition smoother. While the system provides great information and makes everyone's job easier, it's how you use the information that really counts. The quality and the accessibility of the information are so much better, we can make decisions that will continue to improve our hospital and our efficiency. This is important as Maury Regional Hospital continues to grow and improve, providing our patients with more comprehensive services and extraordinary care.

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