



SPEECH RECOGNITION SOLUTIONS

TRANSCRIPTION & EDITING SERVICES

WORKFLOW & ANALYTICS SYSTEMS

COMPUTER ASSISTED CODING & DATA SERVICES



CAPTURE



MANAGE



ANALYZE



DISTRIBUTE

Customer-specific reporting to monitor and manage meaningful metrics and data on clinical documentation.

The MedQuist Performance Monitor (MPM) reporting tool is a value-added benefit for customers that outsource their transcription work to MedQuist and the DocQment Enterprise Platform® (DEP). The MPM reporting tool provides your facility with detailed and summary reports and graphs, to monitor and optimize your clinical reporting process. MedQuist assigned Customer Care Managers review the MPM reports with customers on a regular basis and offer best practices information and tools to help maximize document quality and increase compliance with TAT commitments for optimal patient care.

### Key Features

- Monthly reporting tool that provides meaningful data including Turnaround Time compliance, worktype and dictator statistics, performance trends, and quality indicators.
- Metrics can be used to track and manage clinical reporting performance, provide summary reports to management and obtain data required by The Joint Commission.
- Meets Joint Commission HIM requirement demonstrating control over outsource contracts.
- Can be used as Executive Dashboard for HIM reporting.
- Demonstrates Continuous Quality Improvement (CQI) with drill-down capability for process improvement.

### Key Areas Tracked:

- Turnaround time compliance--overall TAT by volume, worktype, STATs and by dictator
- Documentation deficiencies
- Number of STAT reports
- Number of reports requiring demographic changes

Data is displayed in both graph and chart formats for easy interpretation, including:

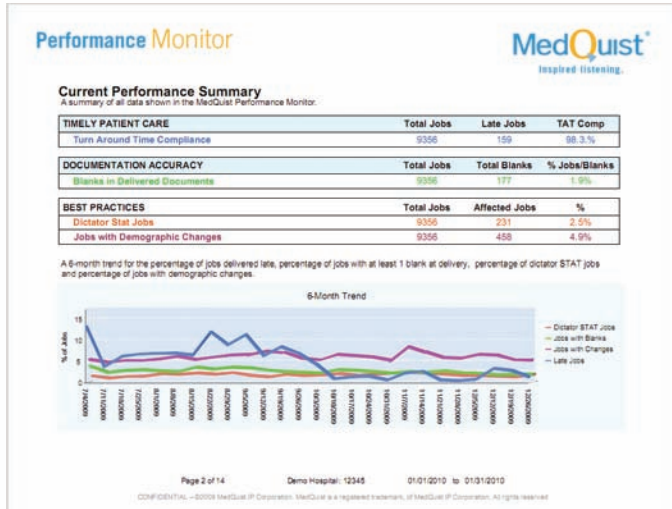
- Physician performance and compliance
- Service Performance--TAT, input compliance, "blanks" reporting ratio
- TAT distribution
- Demographic changes and detail
- Blanks delivered and detail
- Tangible, measureable, quantifiable data



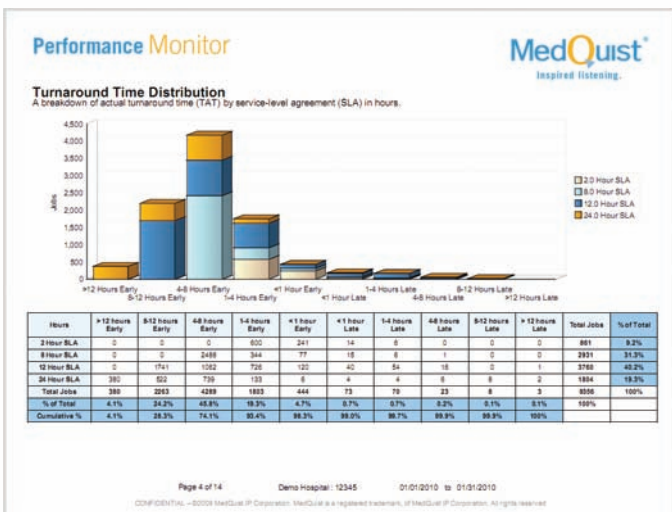
*“MedQuist’s Performance Monitoring application has given us the freedom to monitor a variety of important reports at a moment’s notice.”*

*“With MPM from MedQuist, we have been able to work with individual transcriptionists in enhancing performance by evaluating their productivity against set benchmarks.”*

## Report Examples



The Current Performance Summary report is designed to give HIM Directors and CFOs a quick snapshot of MedQuist’s performance against contracted metrics. Each page reveals more details to identify and track performance by dictator or worktype. The Customer Care Manager will assist with analysis of the report to implement best practices and monitor the results. Trending graphs are provided to monitor results at a glance.



The Turnaround Time Distribution report provides a summary of MedQuist’s turnaround time compliance, including percentage of reports that are delivered early and late. Detailed reports will identify TAT metrics by physician and worktype.

### Other Standard MPM Reports:

- **Breakdown Work Type** -- This report illustrates the TAT for each worktype, by dictator STAT and normal jobs as compared to the customer’s contracted service level. This is a metric tracked by The Joint Commission and can be used by the hospital to validate their compliance with this requirement.
- **Demographic Changes**--Number of jobs that required the transcriptionist to change the report’s demographic information for the customer.
- **Number of STAT Reports**--Summary and detailed reports that measure number of reports coded as STAT, by dictator and worktype.

**Learn More:**  
Visit [www.medquist.com](http://www.medquist.com) or call 866-542-7253.

