



CAPTURE



MANAGE



ANALYZE



DISTRIBUTE

SpeechQ for Radiology reduces report turnaround time on 700,000 reports each year

Inland Imaging LLC, headquartered in Spokane, Washington, is composed of the most comprehensive network of outpatient diagnostic imaging facilities in the western United States. With over 70 radiologists providing imaging services to more than 20 hospitals and clinics across Washington, Arizona, and northern Idaho, Inland Imaging produces approximately 700,000 radiology reports each year.

Slow Turnaround Time

Using traditional dictation and transcription processes, Inland Imaging experienced an average report turnaround time of 54 hours – or more than two days. The turnaround lag was attributable mainly to transcription time, but also to such practices as parroting (dictating previously collected patient and exam information specific to each report).

Before radiologists could delve into the findings and conclusions of a case, they were forced to dictate patient information, such as the patient's history, the technique used to produce the image, and even the amount of contrast used. This dictating of information on every case accounted for nearly 30 percent of the radiologist's time spent on each report.

According to Inland Imaging Chief Information Officer Jon Copeland, the organization realized the need to update its dictation and transcription ability with a voice recognition and speech reporting application. "We wanted to build a reputation for our excellence in reporting accuracy and speed," Copeland said. "We knew that to accomplish this, we would need a technology solution that provided reliable speech recognition, standardized reports and the ability to integrate data from third-party sources."

A Development Partnership

Known for its practice of creating development partnerships for technology solutions, Inland Imaging sought out a partner company to develop a solution for its speech recognition needs. Because Inland Imaging is owned in part by its radiologists, they were very involved in the decision and workflow around IT.

Their IT task force, which was composed of IT professionals and radiologists representing all of Inland Imaging's sub-specialty areas, looked at a number of systems and companies.

CASE STUDY:

SpeechQ for Radiology[™]
Inland Imaging, LLC,
Spokane, Washington

The Facility

- More than 700,000 reports per year.
- Over 70 radiologists on staff in offices across the western United States.

The Situation

- Turnaround time was 54 hours for radiology reports.
- Radiologists often called referring physicians to convey diagnostic information.

The Solution

- Partner with MedQuist to use its SpeechQ for Radiology[™] voice recognition and speech reporting application.

What made MedQuist so attractive to Inland Imaging was its welcoming approach to a development partnership. Before Inland Imaging contracted for SpeechQ for Radiology™, MedQuist sent its product manager and top engineers to work with the Inland Imaging IT task force. During this time, they shared their thoughts on what a development relationship would entail, where MedQuist's speech recognition product was going, and how MedQuist and Inland Imaging could work together to further develop the application.

In November 2005, MedQuist and Inland Imaging officially became development partners for the purpose of installing MedQuist's SpeechQ for Radiology as Inland Imaging's speech recognition application.

The SpeechQ for Radiology Difference

Inland Imaging immediately recognized the difference between SpeechQ for Radiology and other speech recognition systems. Its superior technology stems from its engine—which continuously adapts to speakers and provides exceptional recognition; and the flexible SpeechQ for Radiology workflow tools.

SpeechQ for Radiology uses a radiology-specific context; it doesn't merely learn the speaker's voice. Instead, it takes the sound in the English language to form a word, then places it into the sentence structure and context of radiology. This powerful feature of SpeechQ for Radiology was exactly what Inland Imaging wanted. When a radiologist dictates, the system immediately determines which words most likely fit into the radiology lexicon.

SpeechQ for Radiology also easily integrated into Inland Imaging's PACS and RIS workflow. A simple login is all that is required, eliminating the need to log into multiple systems. And with SpeechQ for Radiology's Smart Field feature, patient order information can pre-populate the radiology report. The radiologist no longer needs to dictate this information into each report.

At Inland Imaging, we wanted to raise our reporting level. We wanted to make it our reputation—a whole new level of excellence. MedQuist and SpeechQ for Radiology have helped us get there. SpeechQ for Radiology is the best product in the industry.

**Jon Copeland,
Chief Information Officer**

Turnaround Time. A Mark of Excellence.

Today, it is common for the authenticated radiology report to be electronically delivered to the ordering physician and hospital even before the patient has left the radiology department. Once the radiologist is presented with the study for interpretation, it is turned around in under two hours, with STAT reports completed in just minutes. This remarkable turnaround time, as a result of the radiologists' increased accuracy and efficiency, is a mark of excellence for Inland Imaging.

Inland Imaging's concern over parroting of patient-specific information was solved practically overnight. SpeechQ for Radiology's Smart Field feature makes it unnecessary for the radiologists to dictate this information, since it is automatically pre-populated into the report. SpeechQ for Radiology employs the world's most innovative speech recognition technology, as well as unparalleled workflow flexibility, to deliver fast and accurate radiology reporting for Inland Imaging. Combined with MedQuist's support and development, SpeechQ for Radiology has helped Inland Imaging accelerate its productivity and dramatically improve its turnaround time.

"SpeechQ for Radiology is such an integral part of our radiology workflow system," says Copeland. "It is the foundation for our custom workflow and dispatch solutions. We wouldn't be this far along without MedQuist and SpeechQ for Radiology."



Enterprise Clinical Documentation Solutions

Results

- Decreased overall reporting time to two hours for routine reports and to minutes for STAT reports.
- Eliminated parroting via Smart Fields that automatically populate fields with patient-specific and exam-related data.

Benefits

- Increased radiologist efficiency by 30 percent.
- Enhanced Inland Imaging's reputation for excellence in reporting accuracy and turnaround.

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