

Mountain States Health Alliance:
The Solution - One System

Mountain States Health Alliance is a locally owned and managed healthcare system based in Johnson City, Tennessee. Formed after Johnson City Medical Center Hospital, Inc. acquired six Columbia/HCA hospitals in Northeast Tennessee on September 1, 1998, it received its official name in January 1999. Today, MSHA provides an integrated, comprehensive continuum of care to people in 28 counties in Tennessee, Virginia, Kentucky and North Carolina.



The Right Solution

A few years ago Mountain States Health Alliance (MSHA) had begun an aggressive plan to consolidate services for its facilities. They had multiple dictation and text systems that aside from the inherent problem of managing multiple dictation systems were aged and obsolete in technology. To move forward the MSHA needed to replace both systems. They chose Dolbey's Fusion Voice digital dictation and Fusion Text transcription solution for its multi-facility design and robust features. After reviewing the functionality of Dolbey's suite of products, MSHA recognized that this solution offered a streamline of all their processes, potential cost savings and enabling them to plan for future growth and technological advancement.

Fusion Voice

The Fusion Voice dictation system enabled MSHA to go from the multiple systems that had been required to support all the facilities and departments to one single system. The Fault Tolerant design of Fusion Voice (two servers replicate each other) has provided more stability than the multiple separate systems MSHA had been using. While MSHA could have used a new style telephony station, they elected to just use regular telephones for dictation purposes until they phased in a PC dictate program. The Fusion Voice system was set to mimic the previous system's command structure so there would be little transition for the authors. This approach opened up the operations to any touch tone telephone while allowing the authors to use the same keypad commands they used routinely when calling from their offices. The supervisors also gained from not having fixed management screen locations. They were able to load Fusion Voice management software on any hospital or home PC. Aside from saving considerable money on proprietary stations that account for the majority of the service calls, MSHA also saved considerable money on support contracts as well.

Fusion Text

By replacing the old transcription system at the same time, MSHA was able to utilize the unique Dolbey design where all voice, text and speech recognition can be managed from one system. Fusion Text is far more robust than the transcription system previously in use



at MSHA. The transcriptionists would be using the PC transcribe application, Fusion Integrated Player™. This application allows for the voice file, report template and automatically filled in demographics to be combined together as one file. “There is a much more logical flow to the Dolby system than the other product,” says Suzanne Corbett RHIA, Transcription Manager at MSHA. Because Fusion Text can manage voice and text from one system, all clerical functions became more efficient.

Productivity gains with Fusion Text

Within the first month MSHA experienced production gains. Within 3 months they were experiencing a 15% overall production gain over the previous system. These measurements were taken by running the old system side by side to gauge any line count inflation and establish a measurement baseline. They found that the old system had inflated line counts by giving credit for headings on the demographic screen which the transcriptionists didn't type. The production gains seen from these measurements were substantiated by measuring the number of minutes processed from the Fusion Voice dictation system compared with the old dictation system.

While line counts on text systems can vary, a minute of dictation is a minute of dictation regardless of what system it's on. A 15% overall production gain is incredibly significant. Not only did MSHA experience substantial savings in transcription costs, they also saw savings in management time and patient treatment turnover. MSHA had been sending overflow work to an outsource company (28% of its workload before installing Fusion.) Over the first year with the new Dolby system, there was an increase of 10% in dictation volume. Since they had the same staff as before, MSHA should have seen a dramatic increase in their outsource volume; instead, they experienced a decrease.

Adding Fusion Speech®

These savings allowed HIM to convince administration to move to the next step and add speech recognition to the existing system. With the Dolby Fusion Text system you merely have to add the speech server modules and individual licenses to get both front-end and back-end recognition. With this initiative, HIM expects to completely eliminate outsourcing and still take on increases in dictation volume.

Results at a Glance:

- Outsourcing - \$332,765 savings
- 50% Reduction in turnaround of H&Ps and OP Notes
- 90% Reduction in turnaround of Discharge Summaries
- Decreased management time
- Speed up in billings
- No negative impact on physicians
- Cost efficiencies for all aspects of report creation and distribution

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an on-site demonstration:*
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