

Premier Imaging

Radiology Speech Recognition

Premier Imaging/Encompass Medical Group has nine locations serving the metropolitan Kansas City, MO area. Using only the highest quality, state-of-the-art imaging equipment and the most highly skilled, registered technologists, Premier Imaging provides a variety of outpatient imaging studies including: MRI/MRA, CT, Ultrasound & Vascular Ultrasound, digital Mammography, digital X-ray, echocardiography and Bone Densitometry. Premier Imaging radiologists are the Western Missouri Radiological Group and focus their attention on quality of care for the patients of Premier Imaging.



Since 2007, Premier Imaging has been a satisfied Dolby customer using Fusion Text® transcription and Fusion Voice® dictation software. In 2011, they had their radiologists try Dolby's Fusion Expert® front-end speech recognition, with the goal of eliminating the need for transcription and more efficient report turnaround times. Right out of the box and with no training, the physicians reported that Fusion Expert was better than the speech recognition system used at the hospital. The decision was made to move forward with speech recognition by Director of Ancillary Services, Susan Stidham, as well as the radiologists to ensure a seamless transition to the PACs and EMR environment.

Progressing to Speech Recognition

The implementation of speech recognition started out in back-end with in-house transcription correcting misrecognized words. Within the first week, all of the radiologists had recognition rates in the high 90th percentile. Those rates rose to 95% and higher in the second week. The doctors particularly liked the system's adaptation process. As they dictated, the transcription department typed what the radiologists meant to say, and the system thereby "pre-learned" each doctor's manner of dictating. The facility also wanted each physician to know how to set up their own templates, further ensuring accurate reports when completed and making self-editing much easier. Within a month, 100% of the physicians were self-editing and began to see productivity gains despite eliminating transcription. From September through December of 2012, the site dictated 17,802 reports. This is up from merely 7,161 reports during the same time frame the previous year. With Fusion Expert's accuracy rates in the 98th-100th percentiles, random, periodic internal QA has shown that correction is rarely necessary.



Improved Workflow

Fusion Expert has also enhanced the efficiency of the radiologists' workflow by enabling them to immediately edit and sign a completed report without having to leave their current view or having to log into another application. Dr. Matt Caterine describes his experience with Fusion Expert, "Fusion Expert is consistent, accurate and has a good flow. I can go fast and it keeps up with very few errors and the routines are easier than PowerScribe's. Overall, I'm more productive and the improved turnaround time allows referring physicians to get reports more quickly. Work is done when dictation is completed and you don't have to login to another system to sign 150 charts. I like the ability to pullback the report in 5-10 minutes to change something instead of having to dictate an addendum. I'm happy with Fusion Expert and would recommend it to others."

Changing technology in an already sophisticated document management environment can be challenging. Director, Susan Stidham states, "We are an EMR driven practice working without a RIS system. One challenge was to ensure that the interfacing was done appropriately and that all systems were communicating with each other. Another challenge was the desktop integration with our PACs system. Even without a RIS, backend scripting allowed reports to populate our EMR chart based on exam type, so in the end it was worth it."

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Dr. Matt Caterine, Co-Medical Director

Results at a Glance:

- 96% gain in efficiency
- Faster turnaround time
- 98-100% accuracy rate
- 60% increase in dictated reports
- \$60,000 in cost savings by eliminating Transcription

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an on-site demonstration:
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