

HCA East Florida Division:
Radiology Speech Recognition

Hospital Corporation of America's (HCA) East Florida Division is located in Ft. Lauderdale, Florida and encompasses 12 hospitals in the South Florida and Treasure Coast area in addition to multiple ambulatory surgery centers and imaging centers, a supply chain center and an integrated regional laboratory. HCA has launched numerous front-end speech recognition initiatives nationwide. Recently, the Eastern Florida Division (EFD) initiated an aggressive conversion to front-end speech recognition. The EFD had a single production platform covering all hospitals and imaging centers as well as an existing Dolbey Fusion Voice® dictation and Fusion Text® transcription system. To complete the one platform solution, EFD chose Dolbey's Fusion Expert® powered by Nuance's SpeechMagic™ for its Radiology speech recognition initiative.

The Story

To prepare for its division-wide speech recognition implementation, EFD moved its Dolbey Fusion server platform to the HCA Regional Data Center in Orlando, Florida and had all 12 hospitals in the division share the same system. In addition, it completed the conversion to a single PACs vendor with three different environments.

From the onset, EFD decided on the aggressive goal of having 85 percent of its radiology studies self-edited within the first year of implementation. It incorporated a transitional period where a facility would go live with back-end speech and allow two to three weeks for the transcription editors to train the system to the radiologists' voices and add the radiologists' normals. The Dolbey Fusion Expert system is so easily customized that the physicians didn't have to change their workflow or dictation methods during this transition phase. In a few cases, the authors achieved such high recognition rates that they pre-empted the transition period and began to self-edit by the second day. One month after going live in all facilities, the transition was easily made to front-end with everyone self-editing at nearly 100 percent, a success that surpassed everyone's expectations.

With other speech recognition systems it has been documented that radiologists can experience a loss of productivity of up to 30 percent, the East Florida sites experienced no such productivity loss with the Dolbey system. Time studies, radiologist subjective assessments and department volumes revealed that the radiologists were able to self-edit at 99.2 percent without any significant impact to their overall productivity. Each facility and its authors was able to continue handling and immediately turn around the same volume of studies each day.

[See the Results >](#)



In fact, one facility had a 30 percent seasonal spike in the number of studies and handled these without an increase in resources.

Greater cost savings

Prior to the Dolby Fusion Expert implementation, EFD's transcription costs were slightly over two million dollars a year. However, by the time its last facility was live, this cost had been virtually eliminated. Currently, a single transcription editor can manage reports that were not self-edited for an entire division, completing close to 20,000 studies a week. The average Dictate-to-Signed rates for each EFD facility have been reduced to under half an hour, resulting in a tremendous impact on the speed and quality of patient care for the entire division. The ROI was realized in less than six months for each facility, including the hardware investment.

The radiologists' earnings and the positive impact of the number of studies they are able to handle each day add to these savings. The radiologists at EFD routinely handle close to 200 studies per day and self-edit at 100 percent.

The savings don't stop there! EFD is now beginning a back-end HIM project which will be implemented in all facilities on the same system, and there are plans to initiate a front-end self-editing program for HIM in the near future. All of this results in savings on top of savings - **all from one platform, one system and one core investment.**

Results at a Glance:

- Savings of over \$2 million a year
- ROI in less than six months
- 99.2% average self editing on a weekly basis
- Minimal time investment from radiologists
- Increased radiologist productivity
- Utilize core investment to benefit other departments' productivity

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