



## Dragon Medical

Combining Dragon® Medical Speech Recognition and Cerner® CoPathPlus  
Reduces Costs and Improves Information Turnaround Times

Thanks to a new partnership between Cerner® DHT, developers of CoPathPlus, and Nuance®, developers of Dragon Medical, CoPathPlus customers now have the opportunity to bring the power of the world's best selling speech recognition software into the report generation workflow. What is the impact this new partnership can have on pathology departments around the country? Perhaps Judi Maddox, Manager of Anatomic Pathology at El Camino Hospital in Mountain View, California says it best: "Dragon Medical is a life saver!" With this new solution, pathologists can dictate gross, microscopic and final descriptions directly into CoPathPlus with accuracy rates as high as 100%. The result is a reduction in report turnaround times of 50% or more – and major reductions in reliance on transcription support staff.

### Dragon Medical - The Clear Choice

Maddox's enthusiasm for the Dragon Medical/CoPathPlus solution is the result of a process she started when it became clear that report turnaround times were getting out of hand at El Camino's pathology department. In addition, she had the problem of declining transcription resource availability and a hospital administration pushing for transcription alternatives such as speech recognition "for obvious reasons of budget." Although Maddox considered some other alternatives to Dragon Medical, she ultimately chose Dragon Medical because Cerner DHT recommended it—and because it was substantially less expensive than the other choices.

Mike Koreiwo, Laboratory Information Systems Coordinator at St. Vincent's Hospital in Bridgeport, CT, had a similar experience. "Our site was in the throes of a dying cassette pool, and we didn't have a centralized dictation system for pathology," he says. "Our IS department wanted to bring us in on a large

### Highlights

- Dragon Medical easily integrates with Cerner CoPathPlus
- Use of integrated solutions reduces report turnaround times by 50% or more
- Dictators achieve recognition accuracy rates of over 95%
- Dragon Medical leads to major reductions in reliance on transcription support staff



*“We’ve reduced report turnaround time from 2 days to 1.”*

purchase they were making for the radiology department, which would have been an alternative to Dragon Medical. After a deplorable demonstration by the alternative suppliers, and a diametrically opposed demo by Nuance, we were able to convince our IS Director that Dragon Medical was the solution we desired,” said Koreiwo.

*“We had Nuance come out and do a two-hour training with each physician and the service was outstanding.”*

### **Outstanding Recognition Accuracy and Compatibility**

The success of this solution is driven largely by the exceptional accuracy of Dragon Medical, which comes with a pre-configured Pathology vocabulary. Maddox says doctors are routinely getting accuracy rates from 95% to 100%. Also critical is the compatibility module that Cerner DHT built to link Dragon Medical to CoPathPlus. “With the compatibility module from Cerner and Dragon Medical, ease of use in CoPathPlus is very good,” says Koreiwo. This powerful solution can also be completely customized to the specific workflow patterns of any hospital. Indeed, both Maddox and Koreiwo say on-site implementation services, which are available from Nuance, are important for

success. These services, which include personalized training for each physician and customization of the compatibility module for each hospital, ensure ongoing physician acceptance of the solution. “We had Nuance come out and do a two-hour training with each physician,” says Maddox “and the service was outstanding. Before the trainer left, one of our pathologists had made at least thirty specialized voice commands that automatically bring up complete microscopic comments after dictating just a single phrase. He was on surgicals the next day and immediately started using Dragon Medical.”

### **Substantial Results**

One of the major advantages of dictation with Dragon Medical is faster turnaround times. In many cases physicians are able to sign out their specimens immediately after dictating their final diagnosis. In other cases, dictations are sent to editors who can correct any misrecognitions in a fraction of the time it takes to transcribe from scratch. “We’ve reduced report turnaround time from 2 days to 1,” says Maddox.

*“Even the most skeptical of our pathologists is now using Dragon Medical. I’d definitely recommend it.”*

*“With Dragon Medical as part of our workflow, not only are [the transcriptionists] able to keep up with their work but we were able to reassign them to other tasks.”*

In addition to the faster turnaround times, another advantage is reduced reliance on support staff. “Our transcriptionists had been horribly backlogged due to staff shortage. With Dragon Medical as part of our workflow, not only are they able to keep up with their work but we were able to reassign them to other tasks,” says Koreiwo. Maddox echoes that she’s also been able to dramatically reduce dependencies on her transcriptionists. “Both of our transcriptionists had to have new job descriptions drawn up because there were days that there simply wasn’t enough to keep them occupied the full day. And that was after one of our transcriptionists already dropped from full time to part time hours”.

#### **“I’d definitely recommend it”**

What do Maddox and Koreiwo say when asked if they would recommend Dragon Medical to other CoPathPlus customers? “I would definitely recommend Dragon Medical,” says Maddox. “It is a good solution for both pathologists and transcriptionists. If transcriptionists are not available, pathologists can still get reports turned around quickly. We’ve cut our turnaround times by one full day from two days to one. Even the most skeptical of our pathologists is now using Dragon Medical.” Adds Koreiwo: “I’d definitely recommend it. It will improve your turnaround time, and in most cases you will likely be able to either eliminate transcription staff or redirect them to other tasks.”

**Challenge:** How to curb increasing transcription costs and long report turnaround times in hospital pathology departments.

**Solution:** Implement Dragon Medical and CoPathPlus from Cerner.

**Results:** Reports generated twice as fast, and substantial reduction in reliance on transcriptionists

**For product information please visit Nuance Healthcare at [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 866-748-9537.**

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