A Flexible Approach to the Implementation of Speech Recognition

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August 7, 2006
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• Introduction
  – About Moses Taylor Hospital
  – Rationale for Back-end/Front-end Speech Recognition
  – Goals Objectives
    • Revenue enhancement
    • Physician/Patient Satisfaction
    • Effective utilization of Medical Transcription Resources
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- Lessons Learned... Initial RIS/PACs Speech Integration Project
  - Pros and Cons of initial Speech Integration
  - User training
  - Time constraints
  - Lack of continuous learning
  - System failure issues
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• Current back-end/front-end Speech Recognition
  – Interfaces developed
  – Transcriptionist’s involvement/training (back-end, traditional transcription)
  – Physician training (back-end, front-end, electronic signature)
  – Continuous learning (Context adaptation)
  – Centralized Report Distribution
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- Outcomes from a strategic plan to use speech technology to increase revenue
  - Same Day Service
    - Best results within 2-4 hrs for the total product
  - Realignment of Transcriptionist’s role to increase admissions and outpatient visits
    - Attracted 400 new admissions from Community Physicians
    - Increased Outpatient Gross Revenue by $1.3 Million in 6 months
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- Outcomes from a strategic plan to use speech technology to increase revenue
  - Faster patient treatment due to delivering results sooner
    - reduced ALOS by .2 Day in 6 months
  - Reimbursement enhancement via clinical documentation improvement
    - $400,000 increase in net revenue/payment annually
  - Enhance coding efficiency and effectiveness
    - Increased time to code emergency department visits
    - Expected revenue enhancement
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