

Case Study

The Christ Hospital Health Network



THE SITUATION

- 22 FT MTs on site and wanted to reduce the cost and improve efficiency

ISSUES

- High cost
- Concerns about placement of MTs during restructuring
- TAT not maintained
- Lost files

MEDISCRIBES' SOLUTION

- Provided transcription solution with minimal change to doctors
- Transcription of all studies completed by noon next day. Notes completed in 48 hours into EMR
- Absorbed all their MTs

THE ADVANTAGES

- Cost savings – locked-in rate for next three years
- Very smooth transition
- Data security and fast TAT
- Daily reports on number of audio files received and documents transcribed – checks and balances

THE CHALLENGE

With 50 physicians and six locations, The Ohio Heart and Vascular Center (OHVC), based in Cincinnati, is a preeminent healthcare provider. OHVC is a part of The Christ Hospital. However, OHVC was experiencing a financial drain due to its in-house transcription process. The facility had 22 full-time, long-term transcriptionists. Voice files from the doctors' voice recorders were downloaded into a system folder in order to transcribe the dictations. This unreliable method of managing the voice files resulted in the misplacement or loss of many of them. Additionally, an ineffective transcription process led to a sizable backlog of files and an inability to maintain reasonable turn around times. Five physicians had lost confidence in their in-house transcription department and were completing the work themselves.

The organization was looking for cost-effective, end-to-end solutions for its transcription process; however, OHVC's administration was also concerned about long-term employees losing their jobs.

THE SOLUTION

Mediscribes presented OHVC with a plan that guaranteed low cost, improved productivity and first-rate service. Mediscribes not only provided OHVC with an outstanding transcription service, but also implemented an efficient and cost-effective process for data integration into the EMR, with a daily reconciliation report to ensure proper checks and balances of transcribed reports.

Mediscribes' systematic and seamless transition ensured that the doctors felt no pain with the change. The physicians now receive all transcribed reports in a timely manner, with diagnostic reports completed by noon the next day, and standard notes being returned in 48 hours or less. Mediscribes also absorbed all of OHVC's in-house transcriptionists by offering them independent contracts, alleviating the client's concern about its employees' job security.

THE RESULTS



Mediscribes had the implementation experience and project planning expertise to make the transition for our 38 providers a very smooth event. In addition to transcribing dictation, Mediscribes proof reads/edits the notes the providers hand type in NextGen to assure we provide professional letters to our referring physician community. They handle the communication of transcribed notes/reports with our referring physicians by faxing the completed documents from our NextGen EMR and mailing any documents when the faxes do not go out successfully. We are extremely satisfied with the quality of the work, integration with our EMR, and incredible customer service.



Donna Conley
IT Director, Cardiology Unit

THE BENEFITS

OHVC's partnership with Mediscribes has resulted in a cost-effective outsourcing solution, excellent customer service, and timely receipt of highly accurate transcribed reports, all accomplished through a seamless transition. Eventually, the file backlog was eliminated, and the OHVC transcriptionists are pleased to be working with Mediscribes. In addition, the five doctors who had lost hope are now utilizing Mediscribes' transcription services and are highly satisfied.

Mediscribes has laid out cost-saving plans for the next three years at OHVC, with consolidated solutions for the transcription process. OHVC is happy to outsource all of its transcription work as well as the EMR data integration process to Mediscribes.