Case Study
Rideout Health System

Customer TOP RATED Service

Cost-containment and stellar service affirm Mediscribes as the right choice at Rideout Health!

Rideout Health Group is a non-profit community-based system totaling 281 beds comprised of two acute-care, not-for-profit hospitals: Rideout Memorial Hospital, and Fremont Medical Center; the Heart Center at Rideout; the Cancer Center affiliated with UC Davis Medical Center; outpatient clinics and a host of ancillary services including: senior living services; home health; hospice and durable medical equipment; located throughout Yuba, Sutter and Nevada Counties.

Rideout Health System employs more than 1800 employees and has approximately 263 physicians on the medical staff.

Mr. Tarun Ghosh served as the executive sponsor during the vendor evaluation process. Mr. Ghosh is the Senior Vice President and Chief Information Officer at Fremont-Rideout Health Group. Mr. Ghosh has executive oversight & responsibility over Information Technology, Project Management Office, Materials Management, Health Information Management, Business Development, Health Information Exchange.

Mr. Anthony Toglia is the Director for the Rideout Health System's Project Management Office and previously served as Director for Medical Transcription, a department staffed with 25 medical transcriptionists and 3 support staff.

THE SITUATION

The financial costs of in-house transcription were simply too large a burden to bear. The cost of wages and salaries was significant. Our decision to outsource transcription was in line with the industry trend. In fact, FRHG was the last hospital in the region to make the switch. We also had some staffing issues and trouble around some work-type TATs. Quality was rarely an issue, but it came at a price.

THE SOLUTION

We chose Mediscribes because we sensed that they would provide the attention and extraeffort that we knew would make a difference versus going with some of the other vendor choices in our RFP.

Mediscribes provided an excellent migration plan to handle the deep concerns of our employees, many of whom had been with us for several decades. The average employee had 15 years in the department. Mediscribes sent individuals with strong inter-personal skills who had been there and done that with respect to the outsourcing experience. This helped our folks a lot in that the questions and answers surrounding the transition process were more credible. All employees were offered employment with benefits.

THE RESULTS

> Our user adoption was difficult, at first, which we correctly identified as a risk to the project. The TAT was the initial challenge, followed by Quality a month or so later. I would say that within six months, 90% of the user adoption was in place. All challenges with respect to Radiology and some of our legacy Pathology practices were managed aggressively and efficiently resolved by Mediscribes, working in concert with our PMO and project teams.

THE BENEFITS

The transition experience with Mediscribes was very positive, despite the outsourcing of 25 longtime employees. Their HR team was strong, the technical solutions and go-live were smooth, and the support was available 24/7. The wages and salaries were the largest cost factor, and we have saved over half of our transcription costs due to the elimination of 25 FTEs. Our user adoption was difficult for a period of time, but this is not out of the norm of a switch from in-house to external transcription.

Faster turnaround times, significantly lower costs, excellent quality and opportunities for operational improvements utilizing Mediscribes' technology and tools are solid benchmarks that confirm that we made the correct choice.

It has been a pleasure working with a vendor who truly saw us a partner and worked tirelessly with us to ensure a successful outcome to a major implementation. We received a quality set of resources for our project team, and a strong commitment by Mediscribes to make sure things worked for our physicians, staff, and patients.

We are very satisfied with our decision to go with Mediscribes and can strongly recommend them as a solution for dictation/transcription solutions!