

Marietta Memorial Hospital:
Reducing Transcription Cost and Time

Marietta Memorial Hospital is a 199 bed community hospital serving the Mid-Ohio Valley region since 1929. With 13 employed transcriptionists, Marietta found they couldn't keep pace with their growing dictation volumes. Transcription outsourcing started at Marietta as a quick fix but grew to become a substantial cost center for the hospital. With a goal to keep employee FTEs to a minimum and to decrease overall outsourcing costs, Marietta looked to new technology.



Completely Integrated Solution

Marietta Memorial installed the Dolby Fusion product family including dictation, medical transcription software, document management and back-end speech recognition. The new completely integrated dictation and transcription system from Dolby replaced a stand-alone dictation system as well as a transcription application provided by the hospital's HIS vendor. With the initial installation, the hospital gained the advantage of managing all dictations and documents in a single database, single sign-on views for management and easier tracking of dictations and documents.

Seamless Transition

Immediately after the initial installation of dictation and text, Marietta Memorial followed by implementing a Dolby add-on module, Fusion Speech, for back-end speech recognition. The Fusion back-end speech recognition does not require change from the physicians. Actually, few if any physicians at Marietta will ever know that speech recognition is working everyday at their hospital. The change that was welcome was in transcription. In only a few weeks transcription production was climbing and after being on the system for 4 months, product increases were astonishing. Krista Duffy, HIM Director for Marietta states, "In a short time, we have increased our lines per hour from 113 to 193 lines with Fusion. This is a 70% increase in production!"



Investment Returns

Increasing transcription productivity created dramatic savings for Marietta. “We used a transcription service to type our ERs for the past three years, spending over \$117,000 per year. Since installing the Fusion Suite of products, we have completely eliminated the need for this service.”

Krista continues, “Also, by typing our emergency room records in-house, our 7 day turn-around has decreased to 2-3 days.” Along with the cost savings and decrease in production time, the transcriptionists love the system. Krista adds, “Our old transcription application had a tendency to be slow and difficult to use at times. With Fusion, our transcriptionists have commented on the ease of use, real-time typing speed, clearer sound and more control over volume and tone.”

Moving Forward

With the trends in healthcare reporting and the mandate to move to the EMR, there will certainly continue to be an increase in dictation workloads. With the Fusion system in place, Marietta is taking advantage of speech recognition to lower costs, improve document turn around and improve patient care.



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- Krista Calder, HIM Director

Results at a Glance:

- Savings of over \$117,000 annually in outsourcing costs alone.
- 66% increase in production of lines per hour.
- Turn around time of ER reports drops from 7 days to 2-3 days.
- Implementation of speech recognition happened without change for physicians.



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an on-site demonstration:
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