

**St. Mary's Health Care System:**  
*Radiology Speech Recognition*

*St. Mary's Health Care System is located near Atlanta in Athens, Georgia and is a major radiology referral center. Due to rapid growth in patient exams, the Radiology Department was faced with two problems: a need for faster report turnaround and escalating transcription costs. Speech recognition technology seemed to present the best solution for both problems. Front-end speech recognition, with physician self-editing, was attempted with a recommended vendor. Instead of faster reports and big savings, St. Mary's experienced frustrated physicians, lost productivity and nearly the same turnaround times. However, Lyn Wilkinson, the Department Director, wasn't ready to give up completely on the idea of using speech recognition technology as a solution.*



***Unique Approach***

A unique solution was found in Dolbey's Fusion Speech. Different than the other vendor, Fusion has both front-end speech recognition and back-end recognition in the same system. Mr. Wilkinson recognized the Fusion Speech approach as a way that he could improve productivity without requiring the radiologist self-editing. The Fusion back-end speech recognition allows the physician to dictate normally and then the recording is recognized for a transcriptionist to edit. As the transcriptionist edits, the Fusion Speech learns to be more accurate with each new dictation.

***Productive Results***

The Fusion Speech solution was implemented at St. Mary's with a combination of in-house transcriptionist and outsourced transcriptionists to perform the editing. Within just weeks, the reports created by the Fusion speech recognition averaged near 85% accuracy and much less editing was required. This reduced the report turn around times beyond expectation. "We can't measure it in hours, it's just minutes," says Mr. Wilkinson, "in fact the editors keep right behind the doctors."



### *Return on Investment*

St. Mary's was able to reduce transcription costs by more than 50% using the Fusion Speech recognition. Additional savings came from management spending less time dealing with report production. "One of the problems of the other front-end system was the intensity of supervisory management," says Page Meadow, PACS Administrator. "I spend very little time managing the Fusion Speech."

### *Taking Next Steps*

At St. Mary's, Mr. Wilkinson was able to achieve the goals of producing faster reporting results and reducing costs. Although the option is available to now implement front-end, physician editing, St. Mary's has decided to maintain a 100% back-end approach.

The quick and dramatic results produced in Radiology caught the attention of administration and other departments have been licensed onto the same system toward hospital-wide savings.



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*- Page Meadow, PACS Administrator*

### *Results at a Glance:*

- Reduction in transcription costs by 50%
- No negative impact on Radiologist production
- Turnaround time in minutes
- Reduced management resource demands
- The dramatic savings from the system can be scaled to hospital-wide results