

TriHealth, Inc.:

The right solution

TriHealth, Inc. was formed in 1995 when Bethesda North and Good Samaritan Hospital joined, bringing together two of Cincinnati's finest health care organizations. Through these two acute care hospitals and more than 50 other locations, TriHealth provides a wide range of clinical, educational, preventive and social programs.



A long partnership

TriHealth and Dolbey enjoy a long, rich history together beginning in the 1950's with the Edison dictating machines, followed in 1978 by a central dictation system. In 1987, TriHealth became Dolbey's first STAT Report™ (now Fusion Text) transcription software customer. Dolbey and TriHealth also share the distinction of having the first successful TDS/HIS interface in the country.

Fusion Text

As technology was changing from the early DOS based products to Windows™, TriHealth experimented with a mainframe transcription platform for a few years. Based on their experience with this other platform and the desire to incorporate speech recognition, TriHealth made the decision to implement Dolbey's Fusion Text solution. Within the first year, TriHealth saved over \$365,000 from increased productivity.

TriHealth has seen much of this productivity gain through standard Fusion Text features such as demographic loading, productivity tools such as Instant Text, flexible report distribution, routines and Physician Profile. Becky Cain, HIM Supervisor states, "Having the Physician Profile available to enter a physician directly into the report has really been appreciated by the transcriptionists." The average time between reports has gone from two minutes to almost instantaneous.

Fusion Speech

TriHealth began testing with 10 physicians using the Fusion Speech system. Within one week, their increased productivity allowed TriHealth to reduce the amount of outsourced work. The physicians at TriHealth have not had to alter their dictation methods with the back-end speech system and are pleased by the improved turnaround time.



TriHealth also benefited from the on- site training by the Dolbey Speech Team. The team spent time with supervisors and groups of transcriptionists giving them a chance to immediately use the system after an initial training session. This allowed them to ask questions and get on-the-spot assistance. Becky Cain says, "Support for the supervisors was great. We had the Fusion Help Desk available plus the Training Team was available and frequently called back to see how we were doing!"

Plans for the future

Ms. Cain adds, "All transcriptionists are now typing in speech and we have 100 physicians using the Fusion Speech system. We will continue to add licenses and physicians to speech and use the system as a way to increase production, decrease amount of outsourcing and improve turnaround time."



Founded in 1970 as a community satellite facility, Bethesda North is now the fourth largest hospital in Cincinnati, offering comprehensive care.

Good Samaritan Hospital, opened in 1852 under the sponsorship of the Sisters of Charity, is the oldest and largest private teaching and specialty healthcare facility in Greater Cincinnati.



Results at a Glance:

- Total savings the first year exceeded \$365,000
- Productivity increase was realized within the first week of implementing Fusion Speech
- Time between reports became almost instantaneous
- Less outsourcing



*For more information or
an on-site demonstration:*

800-878-7828 / www.dolbey.com