M*Modal

OWENSBORO HEALTH

SUSTAINING GROWTH WITH A STRATEGIC PARTNERSHIP FOR ADVANCED CLINICAL DOCUMENTATION

BACKGROUND

Owensboro Health, one of the largest multi-hospital health systems in western Kentucky, encompasses a state-of-the-art 477-bed facility, a community hospital, more than 25 clinics and exponentially growing physician groups in 14 counties. The system has been ranked as one of Healthgrades America's 100 Best Hospitals (2013, 2014).

Before establishing the current partnership with M*Modal, Owensboro Health had an EHR, front-end speech recognition, transcription and an in-house transcription team in place.

CHALLENGE: FINDING THE BEST DOCUMENTATION SYSTEM

As the health system underwent substantial growth, it was faced with maintaining patient engagement across the whole spectrum of care and facilitating accurate medical communication to deliver the highest quality of care. "We knew we were not going to get the quality of documentation we needed as we were spending too much time in dictation that was not giving us the communication capabilities we wanted. We needed a better dictation tool, both on the front end and the back end," says Dr. David Danhauer, MD, Chief Medical Information Officer (CMIO), Owensboro Health.

After an extensive, year-long vendor evaluation with all internal stakeholders, Owensboro Health's decision to move forward with M*Modal was unanimous. "We used a factual, fair and thorough evaluation process, not one based on opinions. We found M*Modal to be the clear leader in all our evaluation tools. It offered us the widest scope to handle our documentation needs," says Dr. Danhauer.

SOLUTION: SUPERIOR, SINGLE SPEECH PLATFORM

Owensboro Health's current and future documentation needs required an integrated back-end and front-end speech recognition process that would provide their physicians the flexibility to capture the patient encounter any way and anywhere they liked. "The tipping point was M*Modal's single speech platform with natural language processing technology running through it. The products were so well integrated that it all worked together as a seamless tool, not segregated tools that we had to bolt on together. This was huge for us," says Dr. Danhauer.

At the time, about 84% of Owensboro Health's dictation was going through back-end speech recognition, amounting to about 3 million lines per year transcribed by their 14 in-house medical transcriptionists. "We knew right away that the M*Modal transcription platform was going to be a huge time saver and would get our data in an electronic, structured, usable format. We are just scratching the surface with this, but the ability to pull structured data from our transcribed notes

and gain insight into the narrative is a tremendous gain. Moreover, although we are still in the early stages, we have already achieved at least a 53% productivity gain using Fluency for Transcription™ with our transcriptionists," says Dr. Danhauer.

On the front-end, according to Dr. Danhauer, M*Modal Fluency Direct™ was chosen across the enterprise to replace the existing voice recognition product because it is more accurate, easy to use and has great functionality. "The speech recognition was better but the big win over the competition was M*Modal's single, cloud-hosted voice file – not multiple voice files as the competition – which was critical to our physicians for its portability and the added security of never losing it," Dr. Danhauer explains.

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M*Modal was the clear choice of partner as it helped Dr. Danhauer achieve his immediate goals as CMIO quickly and effectively:

- ☑ Streamline physician workflows
- ☑ Provide better and more flexible documentation tools so that doctors can more easily interact with their patients
- ☑ Deliver timely insights from the clinical narrative

MISSION CRITICAL: PROVEN SUCCESS IN THE EHR ENVIRONMENT

Demonstrable ability of the front-end speech recognition solution to function well in their EHR environment was a must for Owensboro Health. "If it didn't work in our EHR, our physicians weren't going to use it. With M*Modal's single sign-on, our physicians log into the EHR and M*Modal is there, the microphone is ready to use and there's nothing additional they need to do….it's extremely functional," explains Dr. Danhauer.

Furthermore, the proven ability to successfully deploy M*Modal Fluency Direct within their Citrix environment is critical to Owensboro Health so that their physicians have the flexibility and mobility they need to take the application with them wherever they go -- at the hospital, at home, or in the office. "M*Modal successfully demonstrated and proved Citrix deployment, which was one of the deciding factors for us. Once M*Modal was able to prove that to our physicians, the win was easy. The Citrix environment is critical for us to manage our EHR as we move forward," explains Dr. Danhauer.

The extensive voice-enabled command functionality of M*Modal Fluency Direct improves productivity by helping physicians navigate the clinical note more quickly and accurately. "This is most relevant in our ER with sizeable volume and turnover, and our ER physicians are getting very good at leveraging the command functionality," adds Dr. Danhauer.

CLINICAL INTELLIGENCE: A UNIQUE AND UNIFIED APPROACH

"Physicians don't always understand this, but unstructured data is the problem. With M*Modal, we can not only get a better note but we can also make it discrete and pull structured data from it," explains Dr. Danhauer. With the M*Modal solution suite, Owensboro Health can automate the finding of deficient documentation and quickly identify physicians in need of assistance without having to manually look through every record. "We just can't afford to do that anymore," adds Dr. Danhauer.

On the front end of documentation creation, M*Modal CDI Engage provides Owensboro Health's physicians with real-time, non-disruptive, and context-specific feedback on documentation guidelines and ICD-10 requirements. "It's a very unique tool that analyzes the note to find documentation deficiencies and gaps in real time. Our physicians have never seen anything like it before and it is ongoing ICD-10 support for them. It's great how we can turn it on in the background first in 'silent mode' before going live with the physicians for even greater effectiveness. We are very excited!" exclaims Dr. Danhauer. In fact, initial results of CDI Engage are significant: clinicians at Owensboro Health are responding to and resolving the messages received through this closed-loop documentation system. This means that physicians are engaged and are proactively addressing documentation issues at the time of note creation, thereby minimizing retrospective queries.

Beyond ICD-10 and CDI assistance, M*Modal's closed-loop documentation system can also positively impact patient care. "As physicians document, they have to have the right information at the right time to make the right decisions. How do we achieve this ideal? To do that, the system has to intuitively know what information is relevant and I am so excited to be able to pull the right information for our physicians with M*Modal. Better the documentation, better the decision making capabilities," says Dr. Danhauer.

M*Modal's Natural Language Understanding technology is also leveraged by Owensboro Health to support quality initiatives by doing the heavy lifting of looking at documentation across the patient encounter without manually sifting through the record. M*Modal CDI Collaborate provides Owensboro Health with tools that automate, streamline and information-enable workflows by aggregating, understanding and summarizing data from disparate systems. "As we move forward in this environment of population health to manage care across large spectrums of areas, we are not going to be able to understand what to do unless we have the data. With M*Modal we can pull in data from all the different inputs in the EHR -- lab systems, radiology findings, etc. We will now have all the information to pull a patient out of one population and understand her/him in other populations, and actually focus care on that individual patient rather than on the population. This allows the primary care physician to make the right, informed decisions," explains Dr. Danhauer.

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THE PEOPLE: IMPLEMENTATION AND ADOPTION WITH A DIFFERENCE

"This was the fastest implementation I have ever seen. The weight of the implementation was on M*Modal and not on us, which is a little different from what we were used to. It was all seamless, organized and succinct…we were live in a very short period of time," says Dr. Danhauer

To help healthcare organizations and physicians capitalize fully on its advanced technology, M*Modal uniquely provides in-house Adoption Services through a team of highly-skilled clinical documentation experts. This professional services team specializes in designing optimal workflows, monitoring performance, and providing at-the-elbow physician education.

Owensboro Health used a staged approach for utilizing M*Modal Adoption Services for physician training and ICD-10 support. "The M*Modal team is continually looking at our metrics to find the gaps, asking how do we do this better? I have not seen this proactive approach and engagement from any other vendor," says Dr. Danhauer.

WHY M*MODAL: IT'S ABOUT ALL THE DATA

Dr. Danhauer summarizes: "One of the reasons we chose M*Modal was due to its current capabilities. But we also looked at where this was all going to lead. We knew that to get to the big picture we needed a partner that could get the data out of our record and get us the information we needed, irrespective of how it came in and despite the source. M*Modal is interested in getting all of the data collected and making it accessible to us. That's what did it for us."

Having the relevant patient data available to the right stakeholders at the right time allows Owensboro Health to improve care quality amidst tremendous growth, better manage population health, improve medical communication and information enable physician workflows so that doctors can make better decisions efficiently.

M*MODAL SOLUTIONS AND SERVICES AT OWENSBORO HEALTH

- M*Modal Fluency Direct: Speech enables EHRs with top-ranking front-end speech recognition and closed-loop documentation system with cloud-based deployment and advanced voice navigation capabilities.

- M*Modal Fluency for Transcription: Supports dictation through any source, facilitates management of labor and dictation volumes, improves quality and productivity.

- M*Modal CDI Assess: Provides automated assessment of current data on the M*Modal transcription platform and other 3rd party sources to find CDI opportunities, minimizes manual abstraction and identifies physicians in need of training/support.

- M*Modal CDI Engage: Combines document creation, CDI and ICD-10 training into one seamless workflow for continuous improvement in the accuracy and timeliness of the note without compromising on physician workflow or productivity.

- M*Modal CDI Collaborate: Delivers efficiency-enhancing functionality to automate the CDIS workflow, identifies deficient documentation across the patient encounter automatically, delivers summarized evidence of clinical indicators, and closes the loop with physicians on CDI queries.

- M*Modal Adoption Services: Specializes in designing optimal workflows and in training physicians to effectively document care within their individual EHR environment using M*Modal solutions for maximum utilization, productivity and user satisfaction.

OWENSBORO HEALTH AT A GLANCE:

- One of the largest health system in western Kentucky with a state-of-the art, 477-bed facility, a community hospital, more than 25 clinics and growing physician groups in 14 counties.

- The system has been ranked as one of Healthgrades America's 100 Best Hospitals (2013, 2014).

- Mission: "Owensboro Health exists to heal the sick and to improve the health of the communities we serve."

- Vision: "It is our desire to become a regional center of excellence by actively listening and partnering to meet the individual health care needs of those we serve."

Dr. David Danhauer