

**Quinte Health Care:***Platform and Process Improvement with Fusion*

*Quinte Health Care is headquartered in Belleville, in the province of Ontario, Canada. Quinte Health Care (QHC) has 1,600 staff members and 280 medical staff who provide a wide spectrum of specialized healthcare across four hospital sites: QHC Belleville General, QHC North Hastings, QHC Prince Edward County Memorial and QHC Trenton Memorial. These hospitals are comprised of 260 inpatient beds, four emergency departments, operating rooms at three sites, a rehabilitation day hospital, a children's treatment center, diabetes education, ambulatory care clinics and community mental health programs.*

*QHC Belleville General****The Challenge***

QHC had an aging Dictaphone system, the contract for which had expired, and the transcriptionists were having trouble keeping up with orders, resulting in a backlog of 30 days or more. QHC had to contract with an outside vendor to help clear up that backlog because it didn't have the resources to hire more staff.

"We wanted to increase productivity with a new system, but we were also looking for a single platform solution with one service contract as a money-saving venture," explained Linda Stewart, Transcription Team Leader for QHC. "Plus, we hoped to bring in a solution that was user-friendly, Word-based and had the ability to easily edit reports."

***The Solution***

To address these issues while meeting an organization-wide initiative to reduce overall cost, QHC first implemented Dolbey's Fusion Voice® digital dictation solution from Lanier Healthcare Canada (LHCC). Fusion Voice is a centralized and multi-source digital dictation management system which uses open architecture, digital portability, PC access and network or Internet distribution of voice and data. These features have provided QHC with a comprehensive, scalable solution for increasing its productivity.

Approximately two months after this successful implementation, QHC upgraded to the enterprise-wide document management of Fusion Text®. Fusion Text delivers a highly productive transcription application for QHC, one that is supported by rich downstream features, including electronic signature, automated distribution and detailed management reporting.

"The implementations went very well, which speaks to the training and planning that LHCC put into them," remarked Mike Meyette, Privacy Officer and Director of Decision Support and IS for QHC. "Customer support from LHCC has been excellent - they're just a phone call away. We noticed an increase in productivity almost immediately."

Nearly a year after implementing their first Fusion solution, QHC started using the background speech recognition of Fusion Speech®, powered by Nuance's SpeechMagic™, allowing the

*See the Results >*



organization to edit its clinical reports in addition to transcribing them. With these solutions in place, QHC is able to capture dictation with Fusion Voice, process the dictation through Fusion Speech and boost transcription productivity with Fusion Text.

QHC employs 247 physicians, residents and therapists, 68 of whom are voice recognized, and recognition is an average of 90 percent for those employees. One of the physicians has access to the front-end dictation of Fusion Expert®, giving him the ability to edit his own reports and distribute them accordingly. The organization has nine transcriptionists, all of whom work with Fusion.

“Using the Fusion Suite of products has been a tremendous change for our transcriptionists,” commented Brenda Sutherland, Manager of Health Records, Patient Registration and Transcription Services for QHC. “They like the choice of editing or typing, and their quicker turnaround time is a huge benefit to our health records department.”

### *The Outcome*

The report turnaround time for QHC transcriptionists is now an average of eight days, a sharp contrast to the 30 day backlog before Fusion. That decrease has allowed QHC to outsource its services to its local Canadian Forces base. According to Stewart, “Providing our services to a physician at that base has given us another source for generating revenue. With the decreased turnaround time, we’re able to transcribe more and still have time to focus our attention on other projects.”

A significant benefit of the Fusion Suite to QHC is the centralization of transcription across the organization. No longer are smaller departments doing their own transcription, a change which has resulted in noticeable gains in productivity. “Having our volume brought into centralized transcription is certainly more cost effective and productive,” stated Meyette. “Our physicians now have reports more readily available when they see a patient, resulting in reduced complaints from the physicians as well as the patients.”

“I can’t say enough positive things about LHCC and the Fusion Suite,” remarked Stewart. “By having these solutions integrated to meet our specific needs, our workflow has improved significantly, and the overall satisfaction of our physicians and other employees using the solutions has definitely improved. Having a comprehensive and secure dictation and document management solution has made a world of difference for QHC.”

### *Results at a Glance:*

- Decreased report backlog from more than 30 days to an average of eight
- Provided secure remote access and integration with the hospital’s integrated network
- Increased productivity through centralized transcription
- Created cost savings through utilization of a single vendor with a single contract
- Additional revenue generated by outsourcing their services to local military base



**Lanier Healthcare Canada**

**36-980 Adelaide St. S.**

**London, ON N6E 1R3**

**[www.lhcc.ca](http://www.lhcc.ca)**

**Tel: 519-649-4880**

**Fax: 519-649-2562**

**Service & Supplies:**

**1-866-709-0210**

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