

# Concord Hospital improves nurse satisfaction and documentation quality

Dragon Medical One, a HITRUST CSF-certified solution, alleviates documentation burden.

## Challenge

- Improve documentation quality and accuracy
- Decrease care team time spent on documentation
- Increase job satisfaction among physicians and nurses

## Solution

- Nuance Dragon Medical One
- Nuance PowerMic III

## Results

- 65% reduction in nursing documentation time with improved quality of triage call notes
- 78% of nurses reported improved accuracy of documentation
- 89% of nurses reported increased job satisfaction

## Expanding the role of speech recognition

Concord Hospital, in Concord, NH, had a vision: to expand the role of speech recognition to clinic nurses. In early 2018, it began a pilot program with the nurses at Concord Family Medicine, and now approximately 150 nurses rely on Nuance Dragon Medical One and PowerMic III dictation microphone to create documentation for patient triage calls. The uncommon approach has returned dividends for the organization, whose nurses now report significant improvements in efficiency, patient note quality, and job satisfaction.



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**Dr. Paul Clark**

Chief Medical Information Officer  
Concord Hospital

Concord Hospital implemented Cerner as its electronic health record (EHR) in 2017, a transition that demanded integrated voice technology to support providers' documentation efforts. The organization evaluated a range of solutions before selecting Dragon Medical One. “Going from one EHR to another can be a challenge, and we knew speech recognition would help minimize the learning curve. We also wanted to choose a vendor that worked well with Cerner,” says Dr. Paul Clark, Chief Medical Information Officer at Concord. “Implementing Dragon Medical One was one of the smoothest parts of the enterprise-wide shift to a new EHR. It improved the providers' documentation process and gave them a foundation of confidence that helped them work through the transition to Cerner.”

Dr. Clark and Garvin Eastman, Clinical Information Systems Manager, saw an opportunity to expand speech recognition to clinic nurses to ease documentation of triage calls. “We saw our physicians increase their documentation efficiency with speech recognition. It made sense to offer our nurses the solution as well, with the idea it would empower them to tackle pressing documentation responsibilities,” explains Dr. Clark.

Concord Family Medicine, a fast-paced medical office, receives a high volume of calls from patients, and all need to be documented in the EHR. “Nurses were spending all day on the phone doing triage and typing notes, which is not a good use of their valuable time,” says Dr. Clark.

According to Tracy Magoon, Clinical Leader at the practice, “The nurses were envious when we would see the doctors using Dragon Medical One. We jumped at the idea of a pilot for speech recognition for nurses.”

A small group of nurses kicked off the program at Concord Family Medicine and received training.

**Concord's time studies reveal 65% improvement in nurses' documentation efficiency**

Before the pilot program started, Eastman conducted a baseline study of how much time nurses spent documenting triage calls. Initially, nurses spent an average of 17.1 minutes to complete the documentation for each call. After implementing the Nuance solutions, Eastman repeated the study. “In the first week, we went to about 12 minutes per call. By the end of the third week, nurses were spending just 6.1 minutes in documentation per call. It's an incredible time savings,” he says.

“The nurses have a PowerMic III microphone in their hand and a window open on their screen while they navigate through Cerner PowerChart. They insert a template with a voice command, use their voice to navigate through fields, and dictate content while they click through the EHR windows—looking at the medication list or a note—finding what they need to improve their documentation,” says Magoon. “When they're done, they use a voice command to transfer the content into PowerChart.”

**89% of nurses report more job satisfaction in follow-up survey**

The impact on nurses' productivity has been profound. Concord Health's providers also have noticed the notes are much easier to read, contain more detail, and are more accurate. Nurses have the time to proofread their work and no longer need to rely on shortcuts and abbreviations. “The providers are happy with the nurses' notes, and the nurses are happy with the quality of their notes and the time savings,” says Eastman.

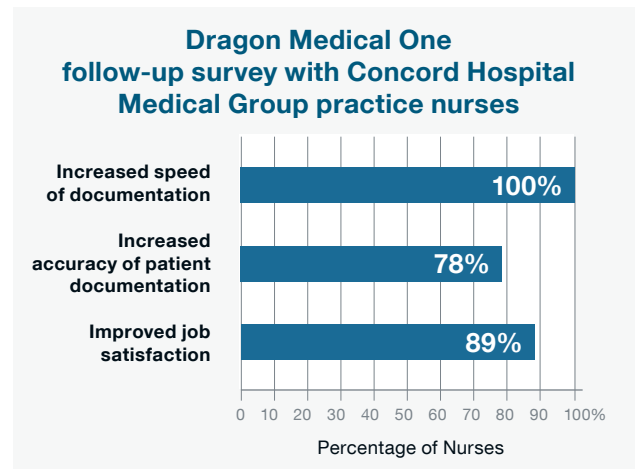
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Clinical Information Systems Manager  
Concord Hospital

“The nurses are delighted,” says Magoon. “The ability to dictate notes as you go through a chart has been invaluable. It streamlines their thinking, so they can put together more comprehensive information for physicians.” Now, nurses often finish their documentation at end of the phone call. The provider can see the note sooner, so nurses can return calls sooner, improving patient satisfaction.

Eastman conducted a follow-up survey with Concord Hospital Medical Group practice nurses who use Dragon Medical One. Among the respondents, 100% reported the speech recognition solution has increased speed of documentation, 78% said it increased the accuracy of patient documentation, and 89% stated that it improved their job satisfaction.

According to Dr. Clark, “All of the numbers are important, but the job satisfaction is really the most important to us.” Magoon agrees: “The nurses believe they’re serving patients better, which aligns with their professional goals.”



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