

HEALTHCARE APP DEVELOPER VOICEHIT **IMPROVES WORKFLOW** IN ITS WEB-BASED EHR SOLUTION



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—Peter Ragusa, MD, MPH
Co-founder and CEO
VoiceHIT, New Orleans, LA

CHALLENGE

- Provide additional value and a competitive advantage to EHR solutions
- Improve user experience across multiple devices
- Enable point-of-care documentation
- Give users access to the latest clinical information anytime, anywhere
- Fast, cost-effective development process

SOLUTION

- Integrate medical speech recognition into web-based Better Day™ EHR platform
- Utilize Nuance's 360 | Development Platform and 360 | SpeechAnywhere™ Services

RESULTS

- Ubiquitous user experience across all supported devices and platforms
- Physicians document on the go in one-third of the time
- Users access latest clinical information via automatic, controlled updates
- First speech recognition transaction generated within seconds

SUMMARY

As healthcare's demand for mobile and web-based technology increases, EHR developers are looking for ways to add value and give a competitive advantage to their solutions.

New Orleans-based VoiceHIT decided to add medical speech recognition to its iOS® and Android™-based Better Day™ EHR & Documentation Solution Platform. Better Day™ EHR's web-based platform uses predictive modeling and third-party applications to turn data into action and facilitate patient-provider collaboration for proactive health, fitness, and chronic disease management.

VoiceHIT's challenge was to find an easy-to-use, cost-effective development tool that would enable their EHR solution—and the organizations that buy it—to improve point-of-care documentation, enhance medical record accuracy, increase clinician satisfaction, reduce turnaround time, drive EHR adoption and improve overall patient care.

VoiceHIT's solution:
Nuance Healthcare's 360 | Development Platform.

IMPLEMENTATION

Less than 24 hours after downloading the 360 | SpeechAnywhere™ Services SDKs, the VoiceHIT development team integrated medical speech recognition into the web-based Better Day™ EHR. “We generated our first speech recognition transaction within just a few hours of getting started,” says Peter Ragusa, MD, MPH, Co-founder and CEO of VoiceHIT.

A BETTER END-USER EXPERIENCE

Nuance-powered speech recognition services are available to all Better Day™ EHR clinical users through the platform’s patient encounter tool and all text-based data entry fields. The cloud-based architecture gives users access to the latest medical dictionary, terms, phrases, and clinical formatting rules through automatic, controlled updates.

Medical speech recognition powered by Nuance provides a ubiquitous user experience across the variety of devices and platforms supported by the Better Day™ EHR. Tailored to meet the demands of healthcare professionals, the technology allows physicians to document on the go in one-third of the time. It provides visual indicators and feedback, supports hands-free operation and ensures end-to-end security for all speech-related activities.

“We’re extremely impressed with how accurate and fast the technology is,” says Ragusa. “The conversion of speech-to-text is almost instantaneous, even on a standard cellular data connection.”

FAST TO DEPLOY, EASY TO USE

With a free 90-day evaluation, no up-front investment, and access to all of the platform and device specific SDKs, the decision to join the program was easy. “It’s been a phenomenal experience,” said Ragusa. “The 360 | Development Platform is very easy to use and the APIs are easy to understand, thanks to the education material, developer forum and collaboration tools available through the platform’s online developer center.”

MORE TO COME

The VoiceHIT team is looking to further enhance the patient-provider relationship, while promoting even more clinical documentation automation. “We’re looking forward to integrating new technologies and services from Nuance Healthcare as they become available,” says Ragusa. “Nuance Healthcare is definitely an integral partner and an important part of our long-term strategy.”

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 866-541-0094 or visit www.nuance.com/healthcare.