



## Case Study: AtlantiCare Regional Medical Center

Pomona and Atlantic City, New Jersey

“When it comes to patient safety, there is no room for guesswork. With template-driven document creation enabled by ChartScriptMD, the provider is in total control of his or her own documentation.”

—Joy Greenway, CMT, physician relations for IT, AtlantiCare

### 3M products at AtlantiCare

- **3M™ ChartScriptMD™ Software**—Front-end speech recognition and signature application
- **3M™ ChartScript™ Software**—Transcribe dictation, edit speech recognized documents, and use automated distribution
- **3M™ Electronic Signature Authentication (3M ESA) Software**—Sign documents anytime from virtually anywhere
- **3M™ ChartLinc**—HL7, TCP/IP integration with host system

### Proven results

- Improved patient safety with greater document accuracy
- Drastically reduced clinician time spent on documentation
- Reduced turnaround time for patient documentation
- Saved approximately \$3,250 per month with only fifteen licenses
- Enabled clinicians to create, edit and sign documentation online
- Allowed referring physicians to receive updated treatment plan within minutes
- Operative reports completed and signed on same day as surgery and available for immediate online viewing

### Snapshot of AtlantiCare Regional Medical Center, Mainland Campus (Pomona, NJ) and City Campus (Atlantic City, NJ)

**Type of facility:** AtlantiCare Regional Medical Center (AtlantiCare) is a regional teaching hospital offering a complete range of healthcare services, from perinatology to geriatrics. The Heart Institute at AtlantiCare is the region’s only cardiac surgery center, and the City Campus is home to a Level II Regional Trauma Center.

**Number of beds:** 567

**Inpatient visits:** 22,920/year

**Outpatient visits:** 112,544/year

**Emergency visits:** 77,167/year

**Challenge:** Improve the accuracy of patient documentation for greater patient safety. Reduce the escalating cost of transcription; improve turnaround times for patient care documents; and save time for physicians.

**3M solution:** 3M ChartScriptMD document creation for physicians combined with the 3M ChartScript transcription and document management solution. 3M ESA for signing and reviewing of documents by physicians and other healthcare providers at any time.



## AtlantiCare Regional Medical Center

### The challenge

Joy Greenway, CMT, physician relations for IT, was looking for additional ways to help AtlantiCare Regional Medical Center (AtlantiCare) keep pace with the growing demand for patient services. She had already responded to the rapid expansion of AtlantiCare by implementing the 3M™ ChartScript™ Software transcription and document management system. 3M™ Electronic Signature Authentication (3M ESA) Software had also been implemented to allow clinicians to review and sign patient documentation from anywhere. 3M ESA won the hospital's "Best Project Award."

### The 3M advantage

Greenway worked with other decisionmakers at AtlantiCare to implement 3M™ ChartScriptMD™ Software, the template-based clinician documentation solution that allows clinicians to create documents in seconds.

A multi-disciplinary team from departments throughout the hospital was assembled to find the best ways to implement the new system, and to promote the use of 3M ChartScriptMD and 3M ESA.

Greenway has worked with physicians and others at the hospital to build more than 300 templates, including templates for trauma, radiation oncology, cardiac diagnostics, OB-GYN, plastic surgery, orthopedics, bariatric surgery, general surgery, neurosurgery and others. According to Greenway, the physicians are working with her because, "Once they've built a template, they won't have to dictate the same words over and over again."

"3M ChartScriptMD has made my life easier," one physician says, and another notes, "I like using 3M ChartScriptMD to create a patient's status check because the referring physician receives the updated treatment plan within minutes."

The first phase of implementation was with only five licenses, but still resulted in savings of more than \$2,000 a month. "The implementation proved to be immensely successful," Greenway says. "The product is user friendly and easily accessed remotely."

3M ChartScriptMD demonstrations and training are performed on a weekly basis by InfoShare, AtlantiCare's information technology affiliate. Greenway adds that a pilot team of physicians is creating H&Ps, consults, operative reports, STAT transfer summaries, discharge summaries and progress reports.

### The results

After the implementation, transcription costs plummeted and turnaround times "have dramatically improved," according to Greenway. "In addition, clinicians love being able to create, review and sign documents from anywhere using 3M ChartScriptMD and 3M ESA."

AtlantiCare's ChartScriptMD Patient Care Documentation Team even won first place in the Patient Safety Category at the April 2005 AtlantiCare award dinner.

### Patient safety

"When it comes to patient safety, there is no room for guesswork," Greenway notes. "With template-driven document creation enabled by 3M ChartScriptMD, the provider is in total control of his or her own documentation. When the provider creates the report using 3M ChartScriptMD, error-free reports are almost guaranteed."

Some other areas of improvement include:

- Reports are uploaded immediately to the electronic viewer upon signature, meaning faster access to patient information by physicians
- Data collection, analysis and benchmarking help resolve patient stay issues that were once affected by document turnaround times
- Customer service, clinical healthcare patient satisfaction and patient outcomes are all improved
- Reports are now distributed in a timely fashion via 3M™ ChartFax Software

### Call today

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