

3M Science.
Applied to Life.™

3M Health Information Systems



Case study: Pulmonary and Critical Care Associates of Baltimore

Creating time to care and driving
physician satisfaction

Baltimore

Case study: Pulmonary and Critical Care Associates of Baltimore

Snapshot of Pulmonary and Critical Care Associates of Baltimore

- Specialty: Pulmonary and critical care practice
- Established: 1996
- Number of physicians: 29
- Number of clinicians: 17 physician assistants and nurse practitioners
- Number of locations: Six

Challenges:

- Poor speech recognition performance
- Dissatisfied and burned out physicians
- Incompatibility with Greenway Intergy
- Cumbersome documentation workflows

3M Solution:

- **3M™ M*Modal Fluency Direct**

Favorite features:

- 100% out-of-the-box speech recognition accuracy
- Seamless electronic health record (EHR) compatibility
- Portability with cloud-based user speech profiles
- Exceptional client responsiveness

With nearly 30 physicians, Pulmonary and Critical Care Associates of Baltimore is recognized as a regional leader that provides the most comprehensive and quality-driven services in its specialty. Committed to its overarching goal of delivering cost effective, high quality care, Pulmonary and Critical Care Associates of Baltimore implemented the Greenway Intergy™ EHR system in 2010 to modernize its documentation processes.

Speech enabling Greenway Intergy

Having had a poor experience with a different speech recognition product, Pulmonary and Critical Care Associates of Baltimore did a thorough, side-by-side evaluation of 3M and the practice's legacy product to choose the best front-end speech recognition solution that was more compatible with its Greenway system.

“Our legacy speech recognition product was not compatible with Greenway Intergy with only limited functionality supported in the EHR environment,” said Dr. Peter Sloane, a founding partner of Pulmonary and Critical Care Associates of Baltimore. “All we could do was straight-line dictation, and this was very limiting. We also needed a speech solution with far greater accuracy as our physicians were not at all happy with the previous product's performance.”

“3M Fluency Direct has been life changing. Thanks to 3M, I save several minutes on every follow-up visit and about 10 minutes on every new consultation.”

— Dr. Peter Sloane, founding partner of Pulmonary and Critical Care Associates of Baltimore

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With 3M™ M*Modal Fluency Direct, clinicians at Pulmonary and Critical Care Associates of Baltimore:



Saved **10 minutes**
of physician time on
every new consultation

Saved several minutes
on every follow-up visit

Saved **3 to 4 hours** a day by
effectively speech enabling the EHR

Achieved almost **100%**
out-of-the-gate accuracy



Improved
physician satisfaction,
user experience
and efficiency

Extensive evaluation: 3M outperforms

With more than 25 years of interest and experience in health care IT, Dr. Sloane was the natural choice for a physician champion. With his help, Pulmonary and Critical Care Associates of Baltimore conducted a truly impartial, two vendor evaluation that ranked 3M Fluency Direct against a competitive product. The evaluation used a comprehensive list of nine criteria that included accuracy, integration with the EHR, stability, ease of use and functionality. 3M Fluency Direct significantly outperformed the competitive product on eight criteria and drew even on one.

“We needed something that was user friendly and accurate. Our partners were blown away by the almost 100% out-of-the-box accuracy of 3M Fluency Direct,” said Dr. Sloane.

The clear choice

After this due diligence, Pulmonary and Critical Care Associates of Baltimore chose 3M Fluency Direct for these primary reasons:

- More efficient documentation that freed up time for patient care
- Superior accuracy with stable and cloud-based speech profiles for greater portability
- Robust integration with Greenway Intergy
- Cost effectiveness with unmatched client responsiveness

“There is no doubt in my mind that 3M Fluency Direct is by far the superior product and I would recommend it without hesitation,” said Dr. Sloane.

Life-changing solution

The use of speech recognition was an integral part of Pulmonary and Critical Care Associates of Baltimore’s EHR adoption and utilization plan. The 3M Fluency Direct implementation was smooth and on schedule.

“3M has been a great partner to us with exemplary client service and responsiveness. The user experience is seamless as physicians can dictate from multiple locations and devices or workstations while using the same user voice profile. 3M Fluency Direct has been life changing,” said Dr. Sloane.

To drive even greater efficiency, physicians at Pulmonary and Critical Care Associates of Baltimore leverage 3M Fluency Direct’s advanced functionality to:

- Edit the narrative and navigate the EHR with speech commands
- Use insertion of predefined macros and/or templates
- Access shared dictionaries

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Creating time to care

Most importantly, 3M enables physicians at Pulmonary and Critical Care Associates of Baltimore to spend more time with their patients and less time documenting care.

“Thanks to 3M, I save several minutes on every follow-up visit and about 10 minutes on every new consultation,” said Dr. Sloane. “I attribute this huge time savings largely to 3M Fluency Direct’s accuracy (and trainability) and, to a smaller degree, to the solution’s ability to keep up with my rapid dictation style. My success in training new words on the first try is 95% compared to 10% with the legacy product. I also hardly ever have to pronounce new dictionary words as the default pronunciation is usually spot on. And compared to documenting in the EHR without any speech recognition at all, 3M saves me 3 to 4 hours every day.”



Call today.

For more information on how 3M products and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at www.3M.com/his.

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