

3M Health Information Systems

Case study:

# Moving to the future

How Panama City Surgery Center saved time  
and money with speech recognition



## Client snapshot

**Panama City  
Surgery Center**

Located in  
Panama City, Fla.



**Partner of**

Surgical Care Affiliates®



**Physician**

owned facility

**4** operating  
rooms



**2** procedure  
rooms



**45**

physicians

**800-900**

patients per month

## Challenge

As an ambulatory surgery facility that sees a high volume of patients, Panama City Surgery Center sought to revamp its clinical documentation workflows to ensure complete and accurate medical records were submitted as quickly as possible. The organization turned to speech recognition technology with three goals in mind:



**Ensure medical records are  
completed in a timely manner**



**Decrease turnaround time to  
submit documentation for coding**



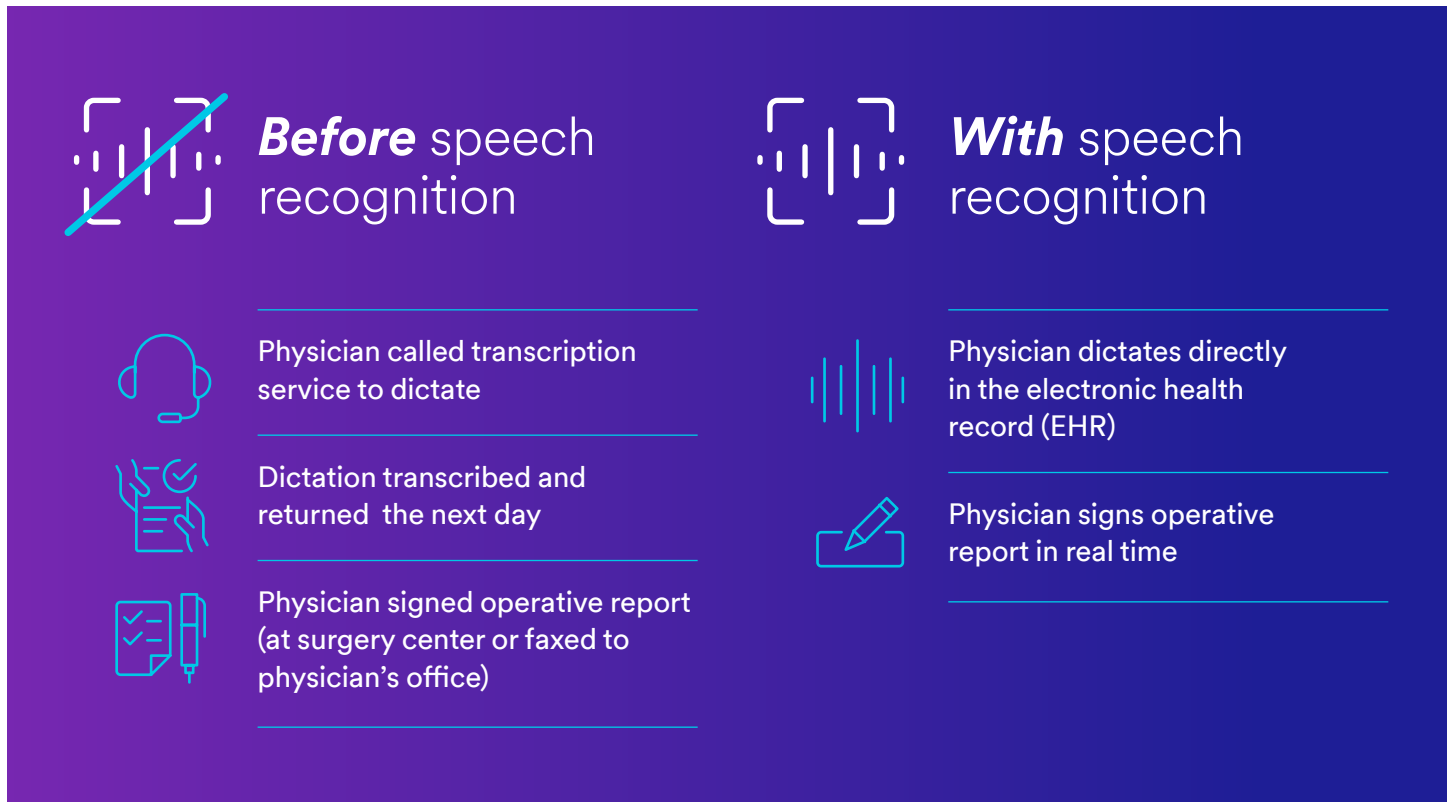
**Reduce costs associated  
with transcription**

The first product the surgery center tried didn't yield the results the team had hoped it would. The speech recognition wasn't accurate enough, and physicians were getting frustrated.

## Case study: How Panama City Surgery Center saved time and money with speech recognition

### Solution

After hearing positive feedback from a local hospital, Panama City Surgery Center contacted 3M and made the switch. Within a month, the center was up and running with **3M™ M\*Modal Fluency Direct** – and workflows changed for the better.



According to Kellee Manning, organizational management officer at Panama City Surgery Center, implementation and adoption of 3M Fluency Direct were smooth overall thanks to:

- **Out-of-the-box accuracy** that accounts for accents and dialects
- **Convenience**, including quick and simple account setup
- **Flexibility**, with the option to dictate at a computer or on the go using the free mobile app **3M™ M\*Modal Fluency Mobile**

#### **Top tip**

Are you considering making the switch to speech recognition? To support greater physician adoption, Manning recommends that organizational management teams start with a small group of physicians with whom you have good rapport and who are open to new technology. If you're a physician-owned center, consider approaching those who have a stake in cost savings. Test the technology with a select group and then expand once you know it works well.

## Case study: How Panama City Surgery Center saved time and money with speech recognition

### Results

By speech enabling the EHR, most operative reports are now ready on the same day – without delay. Prior to implementing 3M Fluency Direct, in an average month Panama City Surgery Center had five operative reports outstanding for more than 30 days. Now, the organization fluctuates between zero to two.

Along with improving the timeliness of operative reports, the center also saves on transcription costs because most physicians now use the 3M M\*Modal speech recognition solution. Instead of spending \$2,500-3,000 per month on transcription, Panama City Surgery Center now spends about \$1,000 per month on average – which adds up to \$18,000-24,000 in cost savings per year.

### Why make the change to speech recognition?

*“It’s moving us to the future. It makes everyone more self-sufficient. Not having to send notes for transcription brings us time savings, cost savings and performance improvement.”*

– Kellee Manning  
Organizational management officer  
Panama City Surgery Center

> Projected annual savings on transcription  
**\$18,000-\$24,000**

Real time report creation avoids transcription delays

Out-of-the-box accuracy has led to greater physician adoption



### Call today.

To find out how 3M M\*Modal solutions can take on administrative tasks for your care team, contact your 3M sales representative, call us toll-free at 800-367-2447, or visit us online at [www.3M.com/his](http://www.3M.com/his).



Health Information Systems  
575 West Murray Boulevard  
Salt Lake City, UT 84123 U.S.A.  
800 367 2447

[www.3M.com/his](http://www.3M.com/his)

3M is a trademark of 3M Company.  
M\*Modal is a trademark of 3M Company.

Please recycle. Printed in U.S.A.  
© 3M 2022. All rights reserved.  
Published 01/22  
70-2011-9476-1