

## Case study

# More accurate notes. More time with patients. See how one physician practice made it happen with speech recognition.



### **Northwest Primary Care Portland, OR**

A physician-owned primary care group founded in 1960, Northwest Primary Care provides patient-centered health care for the entire family in Southeast Portland, Oregon. With services to support family medicine, obstetrics, internal medicine, sports medicine, physical therapy, pharmacy, audiology and nutritionists, its clinicians perform more than 75,000 provider visits annually.

### **Set a higher bar with accuracy and efficiency**

The most important component of this project for Northwest Primary Care was reducing the time its physicians spent creating thorough and complete clinical notes. The efficiency and accuracy of 3M M\*Modal's real time speech recognition gave the physicians more time for patient care, less time in the Greenway electronic health record (EHR) and improved the quality of care. The positive experience led to greater adoption of front-end speech for the physician group.

### **3M products used by Northwest Primary Care**

- 3M M\*Modal Fluency Direct

*"I would recommend 3M Fluency Direct without hesitation. It worked out of the box, without any training and with the best accuracy we have experienced. Also, this is one of the smoothest implementations and quickest adoption of technology I have seen."*

–Dr. David McAnulty, Northwest Primary Care chief medical officer

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## Moving from paper to digital records – with the right solution

Like many health care organizations, Northwest Primary Care historically used cumbersome paper records until it turned to speech recognition software to streamline and improve the clinical documentation experience. Northwest Primary Care physicians wanted to spend less time in the EHR and more time with their patients, but it wasn't going to happen without unlocking time from clinical documentation and administrative tasks.

"I'm a fast moving, high producing physician who sees between 22 – 26 patients a day," said Dr. Nathalie Jacqmotte, Northwest Primary Care physician. "I look forward to getting home and spending time with my family – not working late on finishing my visit notes."

While using a front-end speech recognition solution seemed ideal, the first product they used wasn't the right solution for a variety of reasons.

Staff felt Northwest Primary Care's first speech recognition solution was too difficult to use and wasn't capturing things well in their Greenway Intergy™ EHR. They weren't capturing the details about a patient as well as they could manually, and its adoption was poor because of lack of accuracy, the inability to edit the medical record and the overall experience. More than half of the staff refused to use the speech recognition product, while others found themselves reverting to typing notes themselves or using scribes.

When it came time to decide whether or not to extend the contract or evaluate other options, the organization decided to do the latter. After comparing **3M™ M\*Modal Fluency Direct** with Northwest Primary Care's legacy speech solution, the team quickly discovered that it was much more user friendly and had higher accuracy with word capture and punctuation. 3M Fluency Direct made completing a more accurate clinical note in the EHR much easier and didn't require extensive editing and updating. It simply created an improved documentation experience, all with less training.

## Speech recognition that optimizes the EHR

Implementing and integrating 3M Fluency Direct within Northwest Primary Care's Greenway Intergy EHR created notable improvements in how the organization's clinicians interact with it.

## With 3M Fluency Direct, Northwest Primary Care achieved:



Improved staff productivity through more accurate notes in the EHR



Reduced frustrations associated with capturing the patient visit



Easy and convenient training



Out-of-the-box performance with customizable features



10 minutes: The time it takes to add a new user to the system and begin dictating in the EHR



Better integration with the EHR

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“Our previous product would only work in the text writer field within Greenway Intergy, but not in other dedicated fields,” Dr. McAnulty said. “Thankfully, 3M Fluency Direct updates all fields. We’ve also been able to customize it to recognize and properly note several abbreviations our clinicians use.”

*“3M Fluency Direct is faster in picking up my speech; it’s more accurate. My notes have improved significantly.”*

*—Dr. Nathalie Jacqmotte, Northwest Primary Care physician*

## Reducing burnout, improving physician satisfaction

3M Fluency Direct improved staff productivity through accuracy and reduced frustrations associated with capturing the patient visit in the EHR. Getting the note right the first time, spending less time in the medical record and more time engaging with the patient is a game changer for physicians at Northwest Primary Care.

“When I’m capturing my notes with 3M Fluency Direct, I can do more of what I want to be doing - taking care of people, talking with patients, doing the research I’d like to be doing, before I meet them for their appointment,” said Dr. Jacqmotte. “The less time I can spend on my note, the better quality of care I can offer.”

## Best practices with training and adoption services

Another highlight for the organization was how easy and convenient the training was to use the 3M solution. Northwest Primary Care’s staff found the previous solution too difficult to train on and learn.

The team’s evaluation of 3M Fluency Direct noted it was easy to use directly out of the box and found the training allowed for seamless adoption by the organization’s physicians. After one hour of training with 3M adoption specialists, Northwest Primary Care physicians and clinicians were off and running, creating complete and accurate clinical notes.

“The 3M adoption team has been awesome,” said Jeanette Christopher, IT manager at Northwest Primary Care. “Everything has been smooth and easy; they have been readily available to our team.”

Dr. McAnulty also said the solution’s out-of-the-box performance, including customizable features was part of its appeal.

“Word is getting out there about 3M Fluency Direct,” Dr. McAnulty said. “We’re having more adoption of it by others who weren’t using our original speech solution.”

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## An improved experience for everyone

Beyond the clinical documentation experience, 3M Fluency Direct also delivers an improved experience for the Northwest Primary Care IT team.

“The IT administration experience is night and day,” said Christopher. “With 3M Fluency Direct being cloud-based, it is much easier to create and maintain user profiles.”

The previous speech recognition product required the team to manually back-up everyone’s user profile onto their computer. That process required a back-end script to run, connect, test, check and pull the file onto a server. Too often, that file became corrupt by moving it back and forth, requiring a new profile to be created. With cloud-based 3M Fluency Direct, that is no longer an issue. User profiles are safely stored in the cloud without risking the file corruption that can occur using servers.

Additionally, it now takes about 10 minutes from when a user is added to when they can begin dictating with 3M Fluency Direct. When product updates become available, they are pushed directly to the user’s device, allowing staff to use the latest version immediately.

“I would recommend 3M Fluency Direct without hesitation,” said Dr. McAnulty. “It worked out of the box, without any training and with the best accuracy we have experienced. This is one of the smoothest implementations and quickest technology adoptions I have seen.”

## A partner for speech recognition and beyond

After a successful launch and experience with 3M Fluency Direct, Northwest Primary Care is ready to explore what other 3M M\*Modal technology we can bring to the table. Plans include integrating technology like computer-assisted physician documentation (CAPD) to deliver proactive, real time insights to physicians to close gaps in patient care and clinical documentation. The organization also looks forward to making clinical documentation a by-product of visits with patients with 3M M\*Modal ambient clinical documentation.

“There are a lot of things to look forward to with 3M,” said Dr. McAnulty. “We’re glad to be on this journey with them.”



## Contact 3M today.

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