



Dragon Medical Practice Edition Value Proposition UK Primary Care Market

Sarah Fisher, May 2015

Objective & Methodology

Objective

- Refresh the value proposition and ROI for Dragon Medical Practice Edition in a typical UK GP Practice.

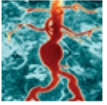
Methodology

- April 2015
- New User - Dr Alastair Dickson, Locum GP and Health Economist, Yorkshire/Humber Region
- DMPE 2, PowerMic II, half day installation and training
- 10 days use in a busy General Practice setting
- Report Out about experience and impact of using the solution
 - Productivity, Quality, Practice Administration, Communication, Patient Experience etc

Primary Care In the News



GP beware -
vascular
Mr Constantinos Kyriakides



Life of a GP: 'We are crumbling under the pressures of workload'



David Oliver
Ramping up fear to sell papers
will prevent us productively
discussing end of life care



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CCGs to use primary care powers to develop new care models

25 February, 2015 | By Judith Weikala

The first clinical commissioning groups to be given control of their the primary care budgets have said they will use their new powers to implement the NHS Five Year Forward View 's new models of care and scale up GP services, HSJ has learnt.

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We mustn't ignore pressures facing general practice, says RCGP Chair



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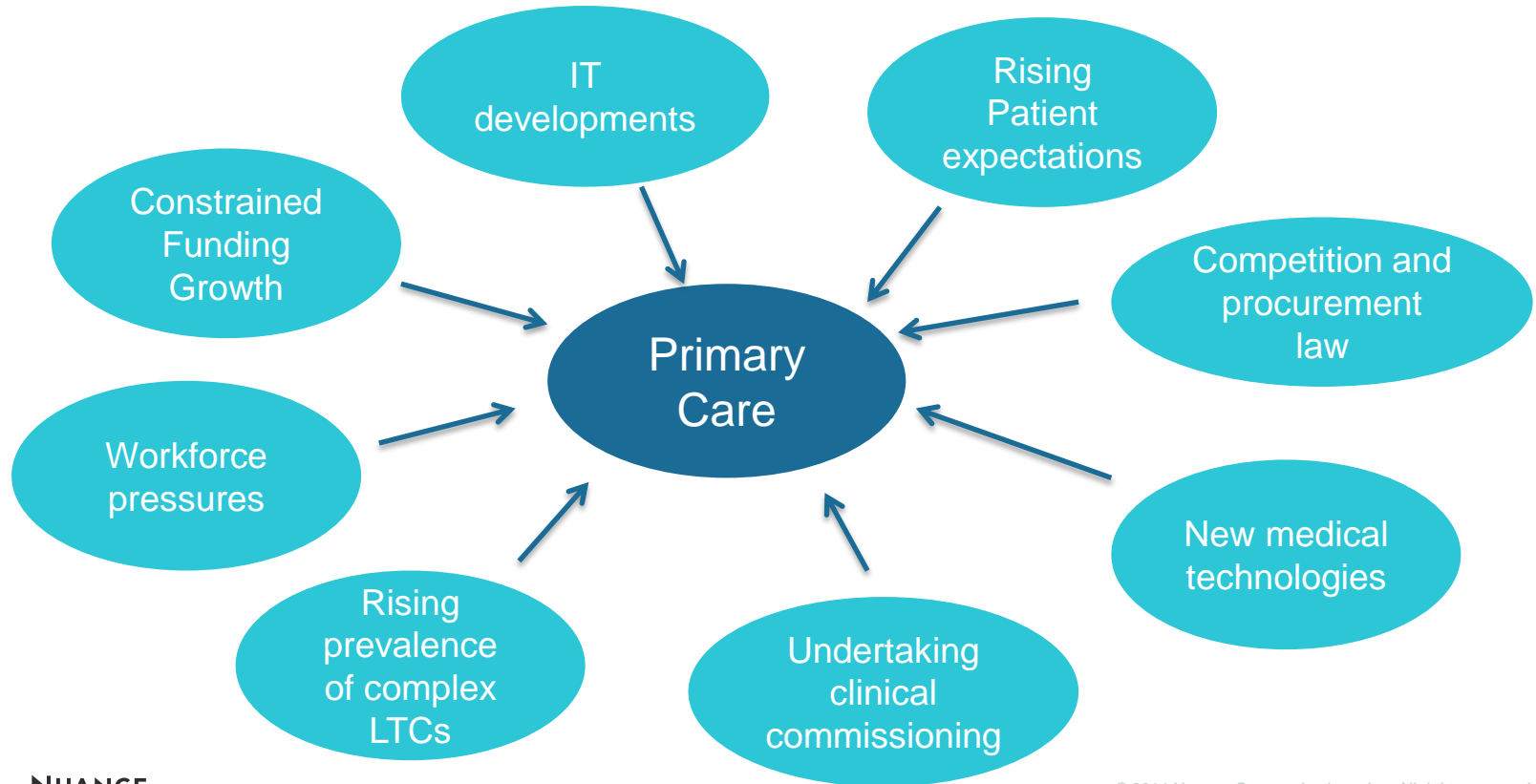
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Health

GP shortages put pressure on doctors and patients

© 2 March 2015 | Health

Primary Care Challenges



GP Impact

Massive Increase in Workload

Fewer Resources

Less Funding

Increase in Costs



What if you could...



Save Time
30-60 mins per day



Improve Patient Experience
Patient-centred, faster communication



Reduce Costs
Less administration



Free-up resources
Smarter, patient-focused, shared

A productivity solution for clinicians that puts patients back at the centre of care



Typical Time Saving per GP per day

(Dr Alastair Dickson's results)

Activity	Time Saved	Volume/day	Total Time/day
Patient Consultation	1 min	32	32 min
Updating the EPR	30 sec	15	7 min
Clinical Docs eg referrals, discharge letters etc	2 min	6	12 min
In-house admin	15 sec	10	2 min 30 sec

TOTAL
54 mins per day

Return on Investment

	Time Saving in hours	GP savings £	Practice of 4 FTE GPs (8500 patients) savings £
Per day	1	70	280
Per week (5 day)	5	350	1400
Per month (4 week)	20	1400	5600
Per year (46 week)	230	16100	64400

ROI
1 Month

Assumptions:

- 1 hour time saving per GP per day
- GP 'costs' £70 per hour
- Investment £1500 (DMPE, PowerMic II, half day install & training)

The cost-savings just for GP time alone are frightening. It has made me realise just how much time and money a practice can save.

Dr Alastair Dickson, GP Locum & Health Economist

And More...

- Improve Quality, Accuracy, Completeness of notes
 - Improve clinical decision making
 - Improve communication within multi-disciplinary teams
 - Care Quality Commission (CQC) Practice audits
 - Reduce risk in Medico-legal challenges
 - Prepare for online access to 'My Patient Record' 2020
 - Easier look-up & incorporation of more investigations
 - Expanding role of nurses and other healthcare practitioners
- Free up administration resource
 - Adapt to New Models of Primary Care (Federations, Super Practices)
 - Focus on higher value patient-centred tasks
 - Share back-office functions/administration
 - Free-up space for consultation rooms, alternative therapies, pharmacy etc
- Focus on Patient
 - Engaged in consultation
 - At centre of care



Adapt Message to Pain Points of each Practice

- Reduce requirement and cost of locum cover
- Focus on higher value tasks and patient communication/experience
- Reduce cost of administration support
- Share back-office tasks
- Free-up physical space



References

Dragon Medical. Time saved, accuracy up, errors down. Wellspring Medical Practice

Site profile:
Five doctors
5,500 patients
40 patient letters produced per month


Challenge:
Doctors not proficient at typing
Reports slow and inaccurate
Strain on secretarial team to correct content

Results:
Accurate, easy and quick capture of patient notes and clinical documents
Patient letters more detailed and comprehensive
Secretaries save half a day

Wellspring Med:
Sourced almost 500
Wellspring Medical P
needs of almost five
An experienced har
practice and health
together to provide
and share six gene
travel Immunisation
clinical, psychologi
management.

Accuracy is vital
It is vitally importan
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 NUANCE

Dragon Medical frees up more time to care at Coquet Medical Practice

Challenge:
- Tight budgets and
- prioritising resources
- Slow turnaround of letters
- Outdated technology,
- Inefficient processes

Solution:
- Review and refresh
- Dragon Medical Practice
- Edition 2 software
- Training and Support

Result:
- Freed
- to be
- Both
- time
- Free
- time

 NUANCE

Dragon Medical Fires-Up Turnaround Times at NHS Plymouth

Site profile:
Histopathology Laboratory headed up by Dr Dean
Harris
Supported by a team of Biomedical Scientists


Challenge:
Backlog of approximately 800 patient reports
Lagging government Turnaround Time targets
Reports needed more information and accuracy

Results:
Laboratory's backlog of cases was cleared
completely
Turnaround of new cases was boosted
Improvements helped histopathology laboratory
with a £50,000 NHS Innovation Award

**Dragon Medical Fires-Up Turnaround
Times at NHS Plymouth**
In the spring of 2012 the Cellular Pathology
Department at St Boniface Hospital in Plymouth, headed
up by Dr Dean Harris, was facing a big challenge.
The department was struggling to meet the national
RCPaTh Turnaround Time (TAT) standards for cancer
reporting. Changes to the workflow were made by
Dr Harris, with the help of two Biomedical Scientists
in the laboratory, and then implemented in the
Department. These changes transformed the working
practices of the department and rapidly took the unit
from falling, to exceeding status in 6 months.

Underpinning the changes to the workflow is
Nuance Dragon Medical, along with TalkingPoint
by Pathology, Dragon Medical is Nuance
Communication's front-end, real-time, speech
recognition solution for healthcare. In Plymouth's
case, it worked with Nuance approved integration
partner TalkingPoint, which is experienced both in
speech and integrating it with existing Healthcare
IT systems to ensure any change management or
technology-related challenges are addressed
effectively.

A success that speaks for itself
Following the deployment of the speech recognition
technology – thought to be a UK first for a cut-up
department – the turnaround of new cases was
boosted from the previous 40% within 10 days,
to more than 80% in 10 days – thus exceeding
national targets, with the Histopathology
laboratory's backlog of approximately 800 cases
was cleared completely. The department is also
enjoying savings that equate to one assistant per
section, or the equivalent of seven man-hours per
day. Other time saving achievements result from
the automatic entering of data into the hospital's
Laboratory Information System, saving pathologists
approximately 40 minutes a day. Formerly, Turnaround
Times of more than ten weeks were typical, resulting
in delays in the diagnosis of cancer – the sooner
a biological diagnosis can be made, the sooner
the patient can receive not only the next level of
treatment, but also the right treatment. A key factor
in ensuring the right treatment is the accuracy and
amount of detail included in the patient report.

 NUANCE

The key benefit is that it buys me time in each of my consultations. I gain a minute, I'm less stressed! I actually enjoyed working!
Dr Alastair Dickson GP Locum & Health Economist, Yorkshire.

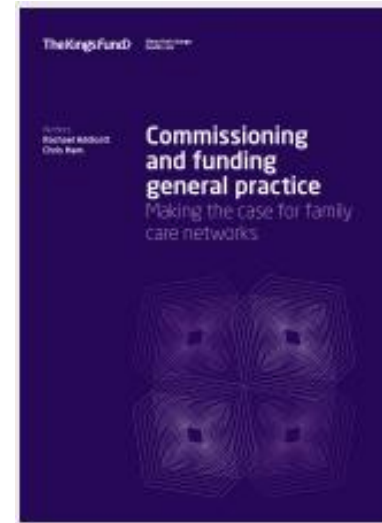
Further Reading



www.nuance.co.uk/for-healthcare



<http://www.england.nhs.uk>



<http://www.kingsfund.org.uk>



www.nuffieldtrust.org.uk/



Thank you