

# Moving to the future

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

## The study:



### 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.

## Solution

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

## Before speech recognition



Physician called transcription service to dictate



Dictation transcribed and returned the next day



Physician signed operative report (at surgery center or faxed to physician's office)

## After speech recognition



Physician dictates directly in the electronic health record (EHR)



Physician signs operative report in real time

According to Kellee Manning, organizational management officer at Panama City Surgery Center, implementation and adoption of Solventum 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 Solventum™ Fluency™ for Transcription Mobile App

### 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.

## 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

## Results

By speech enabling the EHR, most operative reports are now ready on the same day – without delay. Prior to implementing Solventum 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 Solventum 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.



## Contact Solventum today

For more information on how our software and services can assist your organization, contact your Solventum sales representative, call us at 800-367-2447, or visit us online at [Solventum.com](https://www.solventum.com).



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