

3M Health Information Systems

Case study:

# A partnership to improve documentation and clinician well-being

Owensboro Health  
Owensboro, Ky.





## Snapshot of Owensboro Health

With a mission to heal the sick and to improve the health of the communities it serves, Owensboro Health reaches an 18-county area, serving nearly 500,000 individuals in western Kentucky and southern Indiana. With a centrally located hospital housing more than 30 specialties, three outpatient Healthplex locations and the Healthpark, a 10,220 square meters medical-based health and fitness center, Owensboro Health offers regional patients numerous ways to access and benefit from advanced care.

### 3M products highlighted:

- 3M™ M\*Modal Fluency Direct
- 3M™ M\*Modal Fluency for Transcription
- 3M adoption services

## Background

Owensboro Health, one of the largest multi-hospital health systems serving western Kentucky and southern Indiana, encompasses a state-of-the-art 477-bed facility, a community hospital, more than 25 clinics and a clinician group experiencing exponential growth.

The health system wanted to create a more strategic clinical documentation approach with an exceptional clinician experience. Together with 3M, the organisation identified, developed and implemented technology to support its vision of becoming a center of excellence to meet the health care needs of the nearly 500,000 individuals it serves.

By using cloud-based speech recognition with artificial intelligence (AI)-powered natural language understanding (NLU), Owensboro Health maximised clinical documentation efficiencies within its Epic electronic medical record (EMR) platform.

## Creating a solid clinical documentation foundation with a single, cloud-based speech platform

As Owensboro Health experienced substantial growth, it was faced with maintaining patient engagement across the care continuum and facilitating accurate medical communication to deliver the highest quality of care. After an extensive, yearlong vendor evaluation, Owensboro Health's decision to move forward with 3M was unanimous. Its documentation needs required an integrated front and back-end speech recognition process that would provide clinicians the flexibility to capture the patient encounter regardless of device or location.

Dr. David Danhauer, chief medical information officer at Owensboro Health, and his team chose **3M™ M\*Modal Fluency Direct** for front-end speech recognition because of its accuracy and ease of use. Additional functionality enabled the organisation to streamline clinician workflows, created documentation flexibility and delivered timely insights from the clinical narrative, enabling better interactions between clinicians and patients.

At the time, 84 percent of Owensboro Health's dictation was through back-end speech recognition, amounting to nearly three million lines per year transcribed by 14 in-house medical transcriptionists.



*“With 3M, we can not only get a better note, but we can also make it discrete and pull structured data from it.”*

– Dr. David Danhauer,  
Chief medical information officer, Owensboro Health

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## Mission critical: Proven success in the EMR environment

The ability of a front-end speech recognition solution to function well in its Epic EMR environment was a must for Owensboro Health.

“If it didn’t work in our EMR, our clinicians weren’t going to use it,” Dr. Danhauer said. “With 3M’s single sign-on, our clinicians log into the EMR, and 3M is there; the microphone is ready to use, and there’s nothing additional they need to do. It’s extremely functional.”

The successful deployment of 3M Fluency Direct within the Citrix environment was also a key decision driver for Owensboro Health. It gives clinicians the flexibility and mobility they need to take the application with them wherever they go — at the hospital, at home or in the office.

“3M successfully demonstrated and proved Citrix deployment, which was one of the deciding factors for us,” Dr. Danhauer said. “Once 3M was able to prove that to our clinicians, the win was easy. The Citrix environment is critical for us to manage our EMR as we move forward.”

The extensive speech enabled command functionality of 3M Fluency Direct improved productivity by helping Owensboro Health’s clinicians navigate the clinical note more quickly and accurately.

“EMR speech navigation is most relevant in our emergency room (ER) with sizeable volume and turnover,” Dr. Danhauer said. “And our ER clinicians are getting very good at leveraging the command functionality.”

“Clinicians don’t always understand this, but unstructured data is the problem,” Dr. Danhauer said. “With 3M, we can not only get a better note, but we can also make it discrete and pull structured data from it.”

## A partnership for success: Implementation and adoption with a difference

“With 3M Fluency Direct, it was the fastest implementation I have ever seen,” Dr. Danhauer said. “The weight of the implementation was on 3M and not on us, which is a little different from what we were used to. It was all seamless, organised and succinct. We were live in a very short period of time.”

To help health care organisations and clinicians capitalise fully on its advanced technology, 3M provides in-house adoption services through a team of highly skilled clinical documentation experts who specialise in designing optimal workflows, monitoring performance and providing at-the-elbow clinician education. Owensboro Health used a staged approach for utilizing 3M adoption services for clinician training.

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Designing optimal workflows



Monitoring performance



Providing at-the-elbow clinician education

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“One of the reasons we chose [3M M\*Modal solutions] from the very start was due to their vast capabilities,” Dr. Danhauer said. With 3M M\*Modal closed-loop, AI-enabled solutions, Owensboro Health supports the well-being of its clinicians by reducing administrative burden, improving the EMR experience and closing communication loops and care gaps.

## With 3M M\*Modal technology, Owensboro Health experienced:

- ✓ Streamlined EMR workflows
- ✓ Convenience through mobility
- ✓ Built-in clinical intelligence
- ✓ In-house tech support and optimisation
- ✓ Complete and structured notes
- ✓ Improved clinician satisfaction

*“The 3M team is continually looking at our metrics to find the gaps, asking how do we do this better. I have not seen this proactive approach and engagement from any other vendor.”*

– Dr. David Danhauer,  
Chief medical information officer, Owensboro Health



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New Zealand: 0800 444 639 or visit us online at [www.3M.co.nz.HIS](http://www.3M.co.nz.HIS)



**3M Australia Pty Ltd**  
**Health Information Systems**

Bldg A, 1 Rivett Road  
North Ryde NSW 2113

[www.3M.co.au/HIS](http://www.3M.co.au/HIS)

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