

# More accurate notes. More time with patients.

See how one physician practice made it happen with speech recognition.

## Portland, Oregon

### Northwest Primary Care

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

### Products used by Northwest Primary Care

- Solventum™ Fluency Direct™

### 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 Solventum's real time speech recognition gave the physicians more time for patient care, less time in the Greenway EHR, and improved the quality of care. The positive experience led to greater adoption of front-end speech for the physician group.

### 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 electronic health record (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 Jacquemotte, 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.

*"I would recommend Solventum 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  
Chief medical officer  
Northwest Primary Care

**Case study: More accurate notes. More time with patients. See how one physician practice made it happen with speech recognition.**

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 Solventum Fluency Direct speech understanding solution for clinical documentation 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. Solventum 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 Solventum Fluency Direct within Northwest Primary Care's Greenway Intergy EHR created notable improvements in how the organization's clinicians interact with it.

"Our previous product would only work in the text writer field within Greenway Intergy, but not in other dedicated fields," Dr. McNulty said. "Thankfully, Solventum Fluency Direct updates all fields. We've also been able to customize it to recognize and properly note several abbreviations our clinicians use." Dr. Jacqmotte said it profoundly impacted her clinical documentation experience.

*"Solventum 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

Solventum 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 Solventum 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 Solventum solution. Northwest Primary Care's staff found the previous solution too difficult to train on and learn.

The team's evaluation of Solventum Fluency Direct speech understanding solution for clinical documentation noted its ease-of-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 Solventum adoption specialists, Northwest Primary Care physicians and clinicians were off and running, creating complete and accurate clinical notes.

"The Solventum 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."

## With Solventum 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



Only 10 minutes from when a new clinician user is added to the system to the time when that clinician can begin dictating in the EHR using Solventum Fluency Direct



Better integration with its EHR

**Case study: More accurate notes. More time with patients. See how one physician practice made it happen with speech recognition.**

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

"Word is getting out there about Solventum Fluency Direct," Dr. McNulty said. "We're having more adoption of it by others who weren't using our original speech solution."

## An improved experience for everyone

Beyond the clinical documentation experience, Solventum 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 Solventum 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 Solventum 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 Solventum 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 Solventum Fluency Direct without hesitation," said Dr. McNulty. "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."

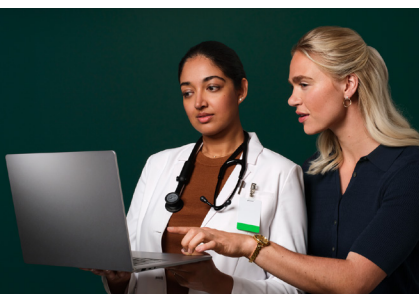
*"Word is getting out there about Solventum Fluency Direct. We're having more adoption of it by others who weren't using our original speech solution."*

Dr. David McNulty  
Chief medical officer  
Northwest Primary Care

## A partner for speech recognition and beyond

After a successful launch and experience with Solventum Fluency Direct, Northwest Primary Care is ready to explore what other Solventum 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 Solventum ambient clinical documentation.

"There are a lot of things to look forward to with Solventum," said Dr. McNulty. "We're glad to be on this journey with them."



## 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).



Solventum Corporation  
3M Center, Building 275  
2510 Conway Avenue East  
Maplewood, MN 55144

As with any case study, results, outcomes and/or financial improvements should not be interpreted as a guarantee or warranty of similar results. Individual results may vary depending on a facility's circumstances.

© Solventum 2025. Solventum, the S logo and Fluency Direct are trademarks of Solventum or its affiliates. Other trademarks are the property of their respective owners.