MedCity News (targeted toward Arundhati Parmer)

Hi X,

I saw on MedCity News' editorial calendar that the theme for August is Voice in Healthcare. Are you looking for any stories or sources?

As you know, Voice is becoming the preferred user interface and input mechanism in healthcare – saving time, introducing efficiencies and productivity at the point of care. While there are a number of possible applications, experts caution that it will take time and research to determine how best to use the technology. ([Advisory board])

Dr. Yaa Kumah-Crystal and Pete Durlach are experts in using voice technology in healthcare and can talk about their personal experiences with the technology, success stories and challenges we're seeing today and what it looks like in the future (when will the keyboard go away??). Would you be interested in setting up a time to speak with them? I'd be happy to coordinate a briefing.

Let me know. Thanks!
Whitley Taylor

- [Dr. Yaa Kumah-Crystal], MD, MPH, MS, Assistant Professor of Biomedical Informatics and Pediatric Endocrinology and project lead for Vanderbilt's EHR Voice Assistant, VEVA.
    - *Key things to note:* Vanderbilt Medical Center is one of the first provider organizations to develop a voice assistant for electronic health records that can give verbal summaries back to providers using natural language processing. Leveraging Nuance's natural language processing engine and a custom-built voice interface prototype, Initial results show Vanderbilt reduced time spent on test orders from 5- seconds to 17 seconds – resulting in less clicks in the EHR, happier doctors and a total of 15% in task-time savings. Dr. Kumah-Crystal is planning on extending her voice assistant research to 1) include more physicians, 2) to layer in greater intelligence in terms of understanding the intent behind the voice queries and 3) measuring different metrics.
- [Peter Durlach], senior vice president of strategy and new business development for Nuance's Healthcare Division where he holds a pivotal role in advancing the portfolio of Nuance's healthcare voice solutions.
    - *Recent projects and results:*
        - **Concord, NH's Concord Hospital** reduced time on triage notes by 65% (from 17 minutes to 6 minutes) using Dragon Medical One and PowerMic III – which also greatly improved satisfaction (88%) and accuracy in documentation (78%) (More on that [here])
        - **Rush University Medical Center**, one of the leading academic medical centers in the country, used virtual assistants to optimize their EHR and saw a 45% reduction in time spent on documentation per appointment.
        - **Nebraska Medicine** used Nuance's cloud-based voice recognition software, Dragon Medical One, PowerMic Mobile, and Dragon Medical Advisor, and realized significant workflow and user satisfaction improvements, not to mention a 24% reduction in transcription costs. (See more details on workflow and user satisfaction improvements [here)]