

**AM Technologies, Inc.**

**WHY TYPE® Medical Solution**

**Measurement Report**

**Harvard Vanguard Medical Associates**

**Through February 28, 2011**



## **Abstract/Summary**

The following report shows outcomes from the surveys completed by speech recognition users at Harvard Vanguard Medical Associates (HVMA) who were trained by AM Technologies, Inc. The results were obtained between March 1, 2009 and February 28, 2011.

The WHY TYPE<sup>®</sup> Medical Solution (WTMS) is an add-on to existing speech recognition software such as Dragon<sup>®</sup> Medical. The WTMS can include on-site one-on-one training, medical forms and text macros. In addition, it contains voice commands for word processors, electronic medical record software and additional applications. The WTMS incorporates user-specific customization, configuration, support, etc.

The 441 completed surveys remain extremely positive. Users continue to rate the trainings very highly, with 73% of the training sessions being rated a 10 on a scale of 1 to 10. The average training rating is 9.7 out of 10.

The overall solution has similarly received positive ratings, with respondents rating it an 8.7 out of 10.

The survey findings indicate that the WTMS has continued to save providers time on medical documentation. Time savings are substantial with results indicating 42.8 minutes per day per provider, yielding 22.3 days per year. The WTMS could allow providers to see more patients, save on transcription costs, and provide an overall better quality of life.

The greatest perceived benefit of the WTMS is instant creation and immediate editing of patient notes. The majority of respondents also found that the WTMS made medical documents more thorough, increased spelling accuracy, reduced transcription costs, and improved legibility of notes and the levels of billing.

## **Methodology**

A brief web-based survey was administered to HVMA physicians upon the conclusion of each training session. The survey consisted of ten questions that sought to measure the benefits of the WTMS and gauge the success of various HVMA users. AM Technologies' trainers asked that the survey be completed upon conclusion of each training session, and provided the physicians with the following URL link to the survey:

<http://www.whytype.com/hvsurvey.htm>

Some providers opted to complete the survey only once, whereas others completed the survey after each of their training sessions. From the 275 respondents, there were a total of 441 surveys completed. If a provider did the survey more than once, only their most recent survey is counted in the tabulations. The only exception was the training rating, in which case, all responses were taken into account. Not all respondents gave an answer to every question.

As such, the following groups are used in the report:

Group 1: **441 total surveys**. This number represents all surveys completed.

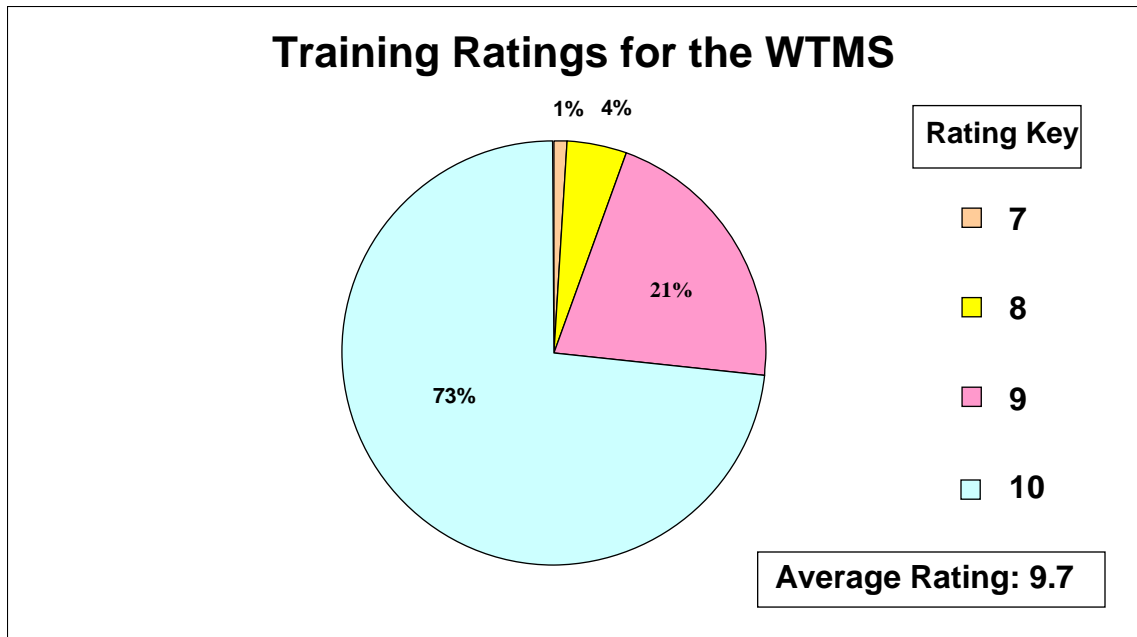
Group 3: **275 medical providers, who completed at least one questionnaire**. If they filled out only one survey, then we used this information. If they filled out more than one survey, then only their last result was used.

Group 2: **208 survey results from medical providers**, who completed more than one training session and filled out a survey AFTER their second (third, four, etc.) training session. If they filled out more than one survey, then only their last result was used.<sup>1</sup> Data obtained by providers who filled out only one survey after their very first training was not used.

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<sup>1</sup> If a respondent left a field blank in their most recent survey, then we defaulted back to their previously filled out survey for data, excluding any first session survey results.

Respondents were asked to rate the speech recognition training they received from AM Technologies on a scale of 1 to 10, with 1 being the “Worst” and 10 being the “Best.”



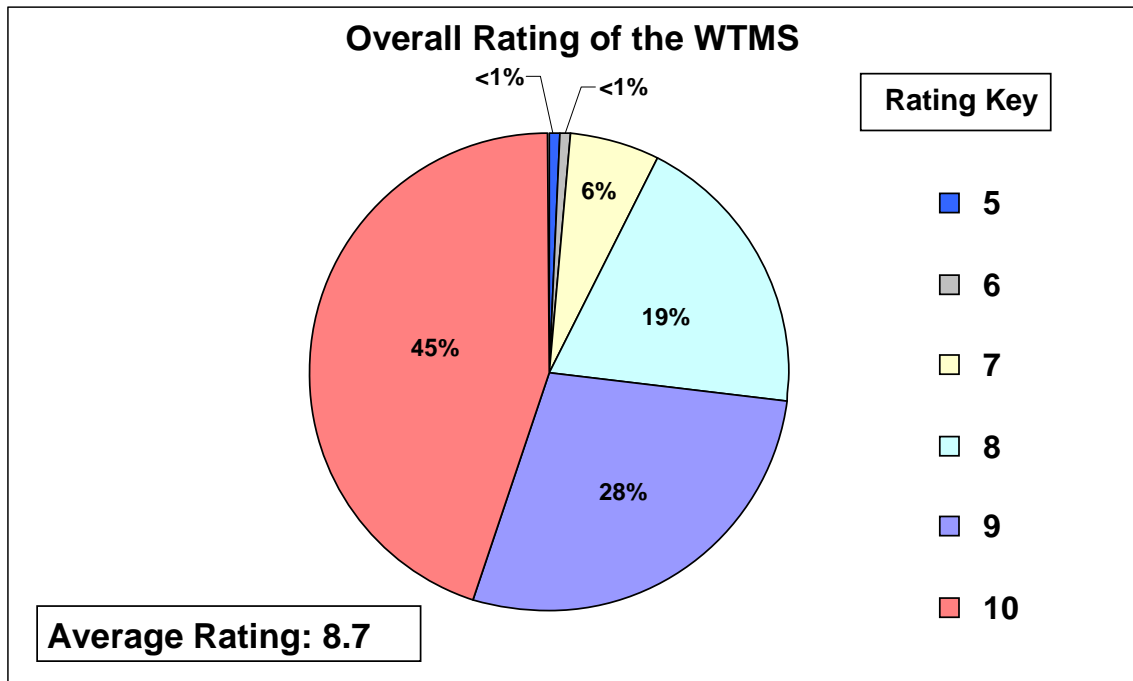
\*Group 1 (See page 2)

The training rating was based on 438 survey results<sup>2</sup>. 94% of the surveys received rated their training either a 9 or 10 out of 10. The average training score was **9.7** out of 10.

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<sup>2</sup> Of the 441 surveys received, the training rating field was left blank on 3.

Respondents were asked to rate their overall impression of the speech recognition solution on a scale of 1 to 10, with 1 being the “Worst” and 10 being the “Best.”

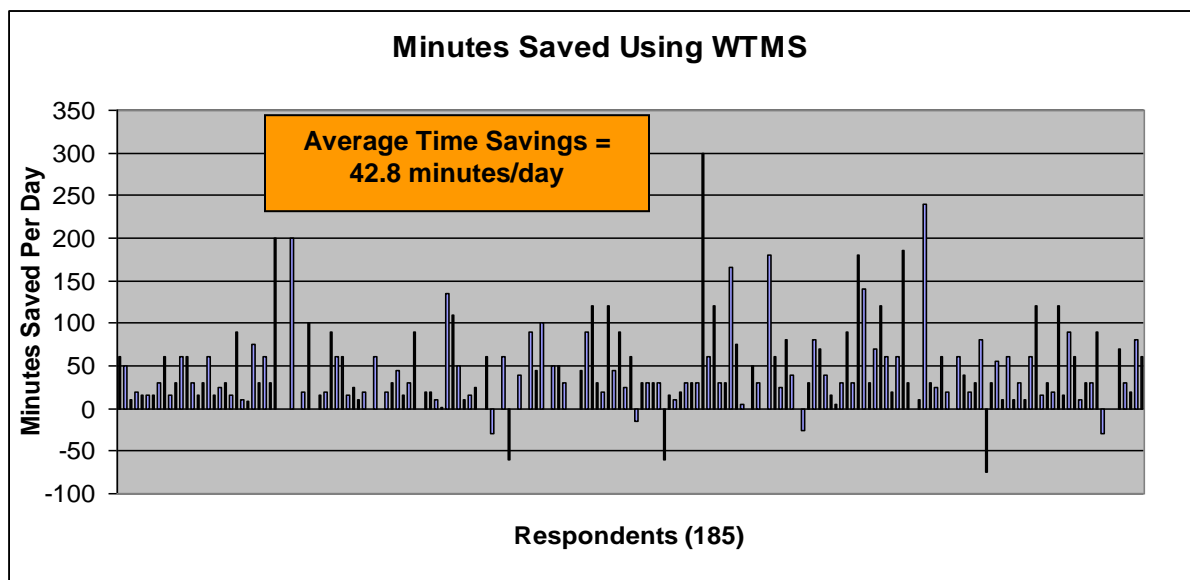


\*Group 3 (See page 2)

Of the 263 respondents<sup>3</sup>, 118 gave the top rating of 10 out of 10. The average product rating was 8.7 out of 10.

<sup>3</sup> The overall rating of the WTMS field was left blank by 12 of the 275 respondents in the Group 3 category.

Respondents were asked to rate the amount of time spent on their medical documentation per day *before* using our speech recognition solution and receiving training from AM Technologies, versus the amount of time that they have spent creating their medical documentation *after* receiving the software and training. Only the responses from those users that had received *more than one* training session were tabulated, as the other users had not spent significant time with the product.

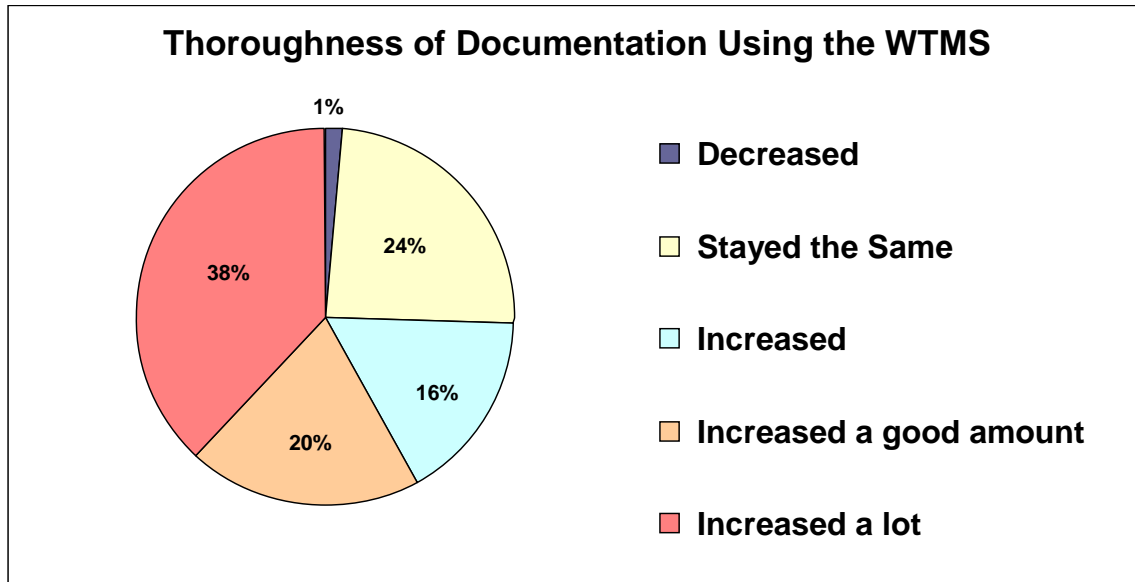


\*Group 2 (see page 2)

Respondents reported that the average length of time spent documenting patient notes was 122.4 minutes *before* using the WTMS. Respondents reported that the average length of time spent documenting patient notes was 79.6 minutes *after* using the WTMS. This equated to a 35% savings of providers' time when using the WTMS. According to the data, the average time savings equals 42.8 minutes per doctor each day. This yields 22.3 days per year.<sup>4</sup> This is the equivalent of about an extra month per year of time savings.

<sup>4</sup>Figures were based on a 250 working day year, with 8 hour work days.

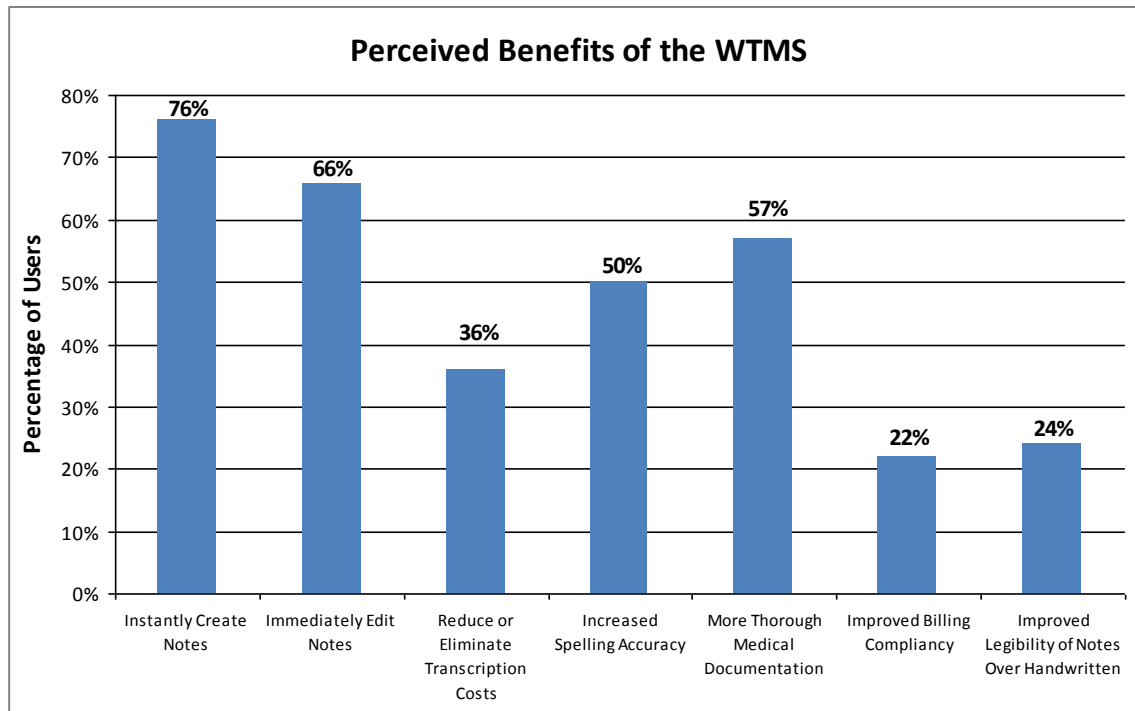
Respondents were asked to rate the extent to which the WTMS increased the thoroughness of their medical documentation on a scale of 1 to 5, with 1 being “No, they decreased” and 5 being “Yes, increased a lot.”



\*Group 2 (see page 2)

There were 79 respondents that indicated their level of medical documentation “Increased a lot.” Overall, 75% of the WTMS users indicated an increase in thoroughness of documentation when using the WTMS. The average rating was a 3.7, which is closest to, “**Increased a good amount.**”

Respondents were asked to evaluate the perceived benefits of the WTMS. They were given a list of criteria and asked to check whether or not they considered each criterion to be a benefit of the solution. The percentages below represent the proportion of users that positively identified each criterion as a benefit of the WTMS.



\*Group 3 (see page 2)

- The “Instant Creation of Notes” was perceived as a benefit of the WTMS by 76% of respondents.
- The “Immediate Editing of Notes” was perceived as a benefit of the WTMS by 66% of respondents.
- The “Reduction/Elimination of Transcription Costs” was perceived as a benefit of the WTMS by 36% of respondents.
- “Increased Spelling Accuracy” was perceived as a benefit of the WTMS by 50% of respondents.
- “More Thorough Medical Documentation” was perceived as a benefit of the WTMS by 57% of respondents.



- “Improved Billing Compliancy” was perceived as a benefit of the WTMS by 22% of respondents.
- “Improved Legibility Over Handwritten Notes” was perceived as a benefit of the WTMS by 24% of respondents.

### **Financial Implications**

Users discovered significant cost savings through the use of WTMS. Financial benefits were found in three forms: the elimination of transcription costs, increased billing due to higher levels of coding, and time savings for physicians.

- The use of the WTMS eliminates the need for transcription, which is an estimated savings of \$1,250 per user per year.
- The use of the WTMS facilitates more thorough documentation, thus providing coding improvements. A conservative estimate of 0.6% billing increase across 3,000 patient visits results in an increase of \$2,250 in annual revenue per user.
- The WTMS saves HVMA users 42.8 minutes per day. This savings could allow physicians to use their time in a more productive manner. For example, a physician may be able to see more patients each day. At an estimate of two additional patients per day, billed at \$125 per patient, it could result in a \$65,000 annual increase in revenue per user.

With both the cost savings and revenue gains described above, each HVMA WTMS user may see an annual estimated yield of \$68,500.