

# SUCCESS STORY

From Dictation to EHR Without Sacrificing Speed  
Brockton Hospital finds success with EV™ for physicians



## Signature Healthcare Brockton Hospital

### Location

Brockton, Massachusetts

### Emergency Department

63,000 APV

Non-profit teaching hospital

### Solution

EV for physicians

### Results

- Increased annual ED physician revenue by \$1.2 million
- Eliminated annual dictation expenses of \$120,000
- Increased ED observation net revenue by \$600,000

## The Challenge

Signature Healthcare Brockton Hospital's emergency department (ED) was performing well with efficient throughput times, a high core measures compliance rate and solid patient satisfaction scores. However, with the high cost of dictation, declining reimbursement rates and the push for electronic documentation, Brockton's ED began looking for a physician EHR that wouldn't set back their performance.

## The Solution

The emergency physicians used EV for physicians alongside their separate ED nursing documentation system. This dramatically improved reimbursement and reduced cost through more accurate and complete documentation of patient care. Also, costly dictation expenses were eliminated.

## The Results

After implementing the new solution, Brockton saw immediate results.

ED throughput remained steady with a slight improvement

- Even with a slight increase in patient volume, Brockton's LWBS stayed at just under one percent.
- Overall length-of-stay decreased by 10 minutes to 188 minutes.
- Press Ganey scores remained in the 99th percentile.

ED professional reimbursement improved significantly

- Increased annual ED physician revenue by \$1.2 million due to a more normalized charge distribution and less under-coding – level 5 charges increased by 82 percent and level 3 charges decreased by 21 percent.
- Eliminated high-cost annual dictation expenses of \$120,000.
- Increased ED observation net revenue by another \$600,000.

“Our institution has not yet adopted the T-System for nursing, hopefully that will come. The business model is strong and the safety and throughput issues are even stronger.”

– Kenneth Lawson, M.D., Chief of Emergency Medicine,  
Signature Healthcare Brockton Hospital Brockton Hospital