3M | M*Modal

More than a vendor — The difference between a contract, a partnership and a relationship

LCMC Health, New Orleans

Snapshot

LCMC Health is a New Orleans-based, nonprofit health system whose mission is to provide care for every person and parish in Louisiana and beyond. Initially founded by Louisiana's only freestanding children's hospital, it has grown into a hospital health care system built to serve the needs of its communities.

Today, LCMC Health has nine hospital locations and partnerships with surgical centers, urgent cares and retirement and rehab communities to offer comprehensive care.

An effort to align and standardize

As a growing health system using disparate technologies across multiple facilities LCMC Health was looking for ways to standardize the clinical documentation experience while also being tasked with cutting transcription costs when deciding on front-end speech recognition and electronic health record (EHR) solutions. Once the organization selected Epic as its EHR across facilities, the hunt was on for speech recognition that helped optimize the documentation experience for its physicians. The hospital assembled a committee to define criteria and ultimately select the best solution to meet this objective.

Chief Medical Information Officer Dr. Damon Dietrich, who assembled the committee and helped lead efforts explained, "During the vetting and review process of speech recognition solutions, one of my colleagues said, 'I would recommend 3M M*Modal solutions every day.' Because of that, we made sure 3M Fluency Direct was a potential partner solution."

3M products used by LCMC Health

- **3M™ M*Modal Fluency Direct**

"The 3M team was willing to be contacted day or night because as a team, we ride together, we die together. They continue to reinforce why we made the right decision by organizationally keeping their standards, their integrity and honesty."

— Dr. Damon Dietrich, chief medical information officer at LCMC Health

3M makes an impression

The committee involved physicians from across the health system to be part of the evaluation and decision-making process. Product functionality, accuracy, the physician's experience and the importance of a strong vendor relationship were key for the evaluation team. "We're not about vendors or partners; we're about relationships, and that's what we wanted," said Dr. Dietrich. "I encouraged our group to consider which solution provider could deliver that to us along with a solid speech recognition solution."

When taking the initial steps to look at speech recognition solutions, AI-driven 3M Fluency Direct made a lasting impression. Because users experienced out-of-the-box accuracy, 16 out of 17 physicians on the panel selected 3M Fluency Direct as the organization's speech recognition solution. "Bottom line — we chose 3M because it was superior to others," Dr. Dietrich said.

The 3M team worked quickly to implement 3M Fluency Direct and LCMC Health physicians jumped in to test it immediately. "From what I observed in our initial interaction, we experienced a more than 99 percent accuracy rate without having a profile set up," Dr. Dietrich said. Beyond product features and functionality, a strong long-term partnership was paramount for LCMC Health. "Our previous vendor would sell products to us and continue to look for additional sales opportunities, and they continue to work this strategy with us to this day," stated Dr. Dietrich. "We had a gut feeling with 3M that our vendor relationship would be stronger. And it is."

3M worked with LCMC Health, its physicians and administrators to deploy 3M Fluency Direct to ensure success and adoption across the organization. As part of the implementation process and ongoing use of the solution, the 3M team supports LCMC Health by:

- Holding monthly meetings with key stakeholders
- Providing utilization reports, showing where adoption is succeeding, identifying super users, creating training plans for teams and individuals with slower adoption rates
- Creating training plans for new staff
- Training the team annually on-site to optimize the physician experience
- Improving physician efficiency
- Assisting administrators to deploy the product virtually
- Realigning computer-assisted physician documentation (CAPD) alerts to improve the physician experience

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The difference between a contract, a partnership and a relationship

The 3M team knew that demonstrating the importance of the relationship was essential and Dr. Dietrich and his team were keen to make sure his organization was strongly supported when issues arose. Dr. Dietrich said, "As CMIO, I have three levels of relationships with vendors; the first group I define as using their product and have no interaction, the second is partnering where there is a very basic interaction when necessary, and the third is a relationship you develop together. 3M is the best vendor I work with by far."

A combination of hospital super users and 3M adoption specialists were onsite to meet and assist the health system in standardizing 3M Fluency Direct. Their objectives included increasing utilization, expanding the physician experience and improving the comfort level for physicians that sought to take advantage of 3M Fluency Direct's full capabilities.

"It's the combination of Epic and 3M Fluency Direct that brings synergy and addresses the performance improvements we sought," said Dr. Dietrich. The teams used the integration between 3M Fluency Direct and Epic to perform customization of smart phrases, commands and macros that improve efficiency.

The cloud-based solution was deployed virtually at the initial installation, enabling physicians to use 3M Fluency Direct where they prefer, in the hospital, at the physician's office, at home or remotely. As for how 3M Fluency Direct and Epic worked together in his personal experience, "The synergy is the workflow," according to Dr. Dietrich.

"I'm an emergency physician," Dr. Dietrich said. "The history of present illness during the visit is created with 3M Fluency Direct directly in my Epic note. My review of symptoms and physical exam are going to be macros built within Epic. The true art of an emergency physician is in the medical decision making and that is where 3M Fluency Direct is a powerful clinical workflow solution. It is so powerful, its combination with Epic presents the story of what you did for the patient, their work-up, how they improved and whether they need to be admitted to the hospital or go home. That is where the true value lies in 3M and Epic working together."

What sets 3M apart from the rest

"The 3M organization commits to a relationship with LCMC Health and promotes being there even during the darkest times, whether it is in the aftermath of a hurricane, working to close a gap together, or resolving a critical or nagging support issue," Dr. Dietrich said. "The 3M team was willing to be contacted day or night because as a team, we ride together, we die together. They continue to reinforce why we made the right decision by organizationally keeping their standards, their integrity and honesty."

3M Fluency Direct saves money and unlocks time

When LCMC Health began transitioning to 3M Fluency Direct, the health system tracked the correlation of transcription costs to the number of physicians that made the shift to using the 3M Fluency Direct speech recognition solution. From April 2018 to December 2022, the health system reports saving $1.4 million in transcription costs. The new workflow enables the physician to dictate, edit and sign the note directly in the EHR in real time, rather than experiencing the delays that can be associated with transcription.

"My co-workers are spending less time in the EHR, where they are no longer tied to the chart," stated Dr. Dietrich. "Now they spend more time researching patient charts before an appointment, more time with the patient, more time with their families or with a hobby."

Since implementing 3M Fluency Direct, LCMC Health:

Saved $1.4 million on transcription from April 2018 to December 2022

Staff are spending **less time** in the EHR and more time on patient care

A solid relationship for long term goals

Meeting the needs of LCMC Health's physicians and patients remains the essential element driving the organization's direction to achieve success. LCMC health keeps the physician and the patient at the forefront of its efforts, and 3M is a part of its vision.

The organization plans to partner with and implement 3M Fluency Direct in additional facilities to help curb physician burnout, improve efficiency and create a better patient-physician experience across the system.

LCMC Health will count on 3M once again to provide excellent service during the transition so that the changes are seamless.

Contact 3M today.

For more information on how 3M software and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3M.com/his**.

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