



DICTATION, TRANSCRIPTION & SPEECH RECOGNITION STUDY

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INTRODUCTION

KLAS OVERVIEW

Who We Are:

KLAS, founded in 1996, is the only research and consulting firm specializing in monitoring and reporting the performance of healthcare’s information technology (HIT) vendors. Our staff and advisory board average 25 years of healthcare information technology experience.

KLAS Mission Statement:

“To improve healthcare information technology (HIT) delivery by independently measuring vendor performance for the benefit of consultants, investors, vendors and our healthcare provider partners.”

How We Serve the Healthcare Industry:

KLAS, in concert with thousands of healthcare executives, CIOs, directors, managers and clinicians has created a dynamic database of information on the performance of HIT Vendors. The KLAS database represents the opinions of healthcare executives, managers and clinicians from over 4,500 healthcare facilities on 300+ vendors and 500+ different products. The information is continually refreshed with new performance evaluations and interviews daily.

How the Data Is Collected:

KLAS utilizes a two-step process to collect candid performance data. First, KLAS collects a series of direct product/vendor evaluations completed by healthcare provider organizations covering 40 performance areas. Second, KLAS performs in-depth, confidential interviews with the IT executives and department directors completing the questionnaire to gather valuable insight into specific strengths, weaknesses and future expectations for the product. From these two sources, our clients are able to clearly see how a vendor or product is truly performing.

REPORT STATISTICAL FOUNDATION:

KLAS Team Members	<ul style="list-style-type: none"> • Kent Gale: President and Managing Partner, 30+ years healthcare provider, vendor and consulting leadership experience • Rafael Reyes: Senior Vice President, 35+ years provider and vendor sales/marketing executive experience • Karen Ondo: Executive VP of Business Solutions, 30+ years healthcare experience as vendor, consultant and most recently VP/CIO of IDN provider organization • Adam Gale: Executive VP of Operations, 6 years HIT experience • Jason Hess: Director of Business Development, 8 years experience in sales and business development • Jared Peterson: Director of Field Operations, 3+ years KLAS experience • Paul Pitcher: Regional Director, 20+ years HIT experience • Michael Smith: Regional Director, 9 years IT, sales, business development and project management experience • Jeremy Bikman: Regional Director, 8 years IT, sales and business development experience • Susan Shorten: Independent Associate, 20+ years in healthcare industry • Yvonne Miller: Independent Associate, 30+ years in healthcare industry
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	<ul style="list-style-type: none"> • Barbara Comeau: Independent Associate, 12+ years in healthcare industry • Tony Augustine: Independent Associate, 30+ years in healthcare industry
TOTAL PROVIDER INTERVIEWS:	296
CIO:	34
CEO/COO/CMO:	5
Directors-Medical Records:	39
Directors-IS:	42
Other Directors:	43
Managers-Medical Records:	27
Managers-IS:	43
Other Managers:	63

Figure 1: Survey Participants by Position

From a position perspective KLAS interviewed participants from Medical Records (40%), Radiology (15%), Information Services (40%), Executive Management (2%) and Other Departments (3%) with a healthy split between IT (40%) vs. Non-IT (60%).

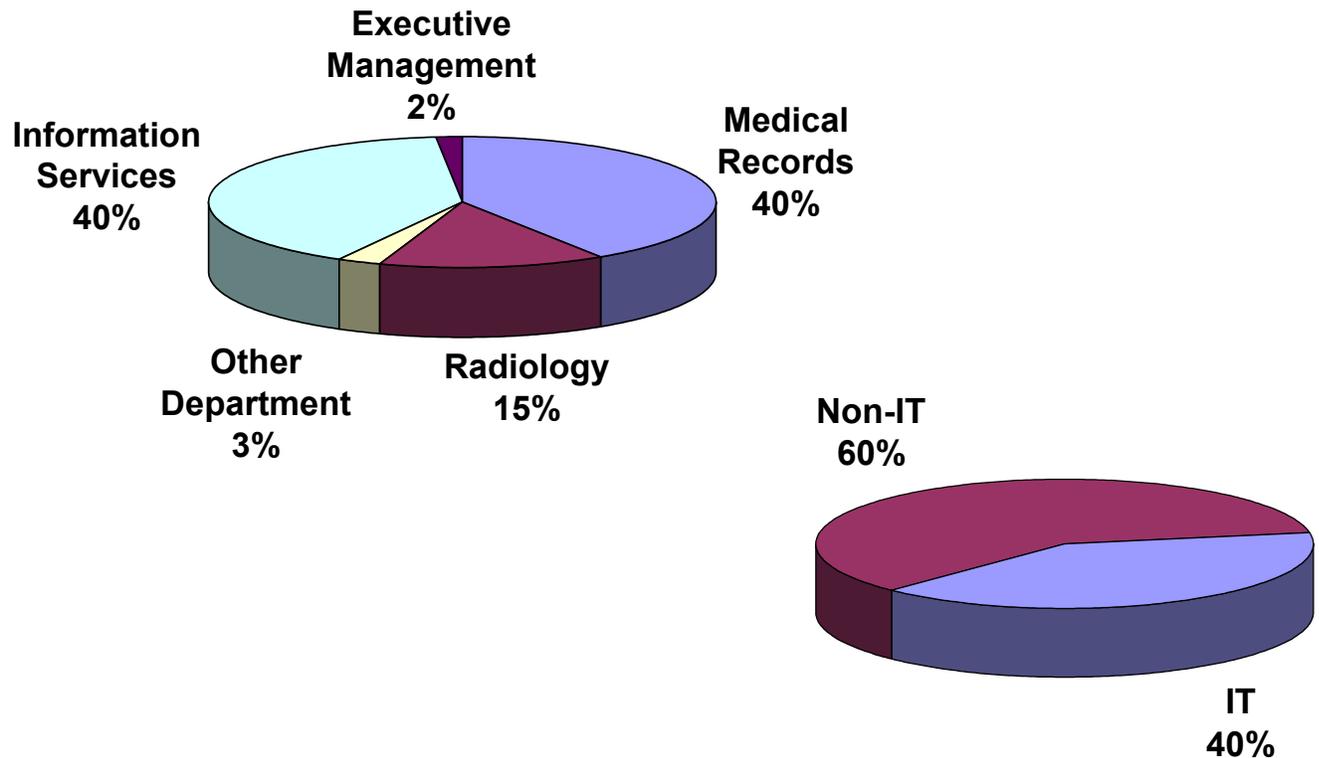
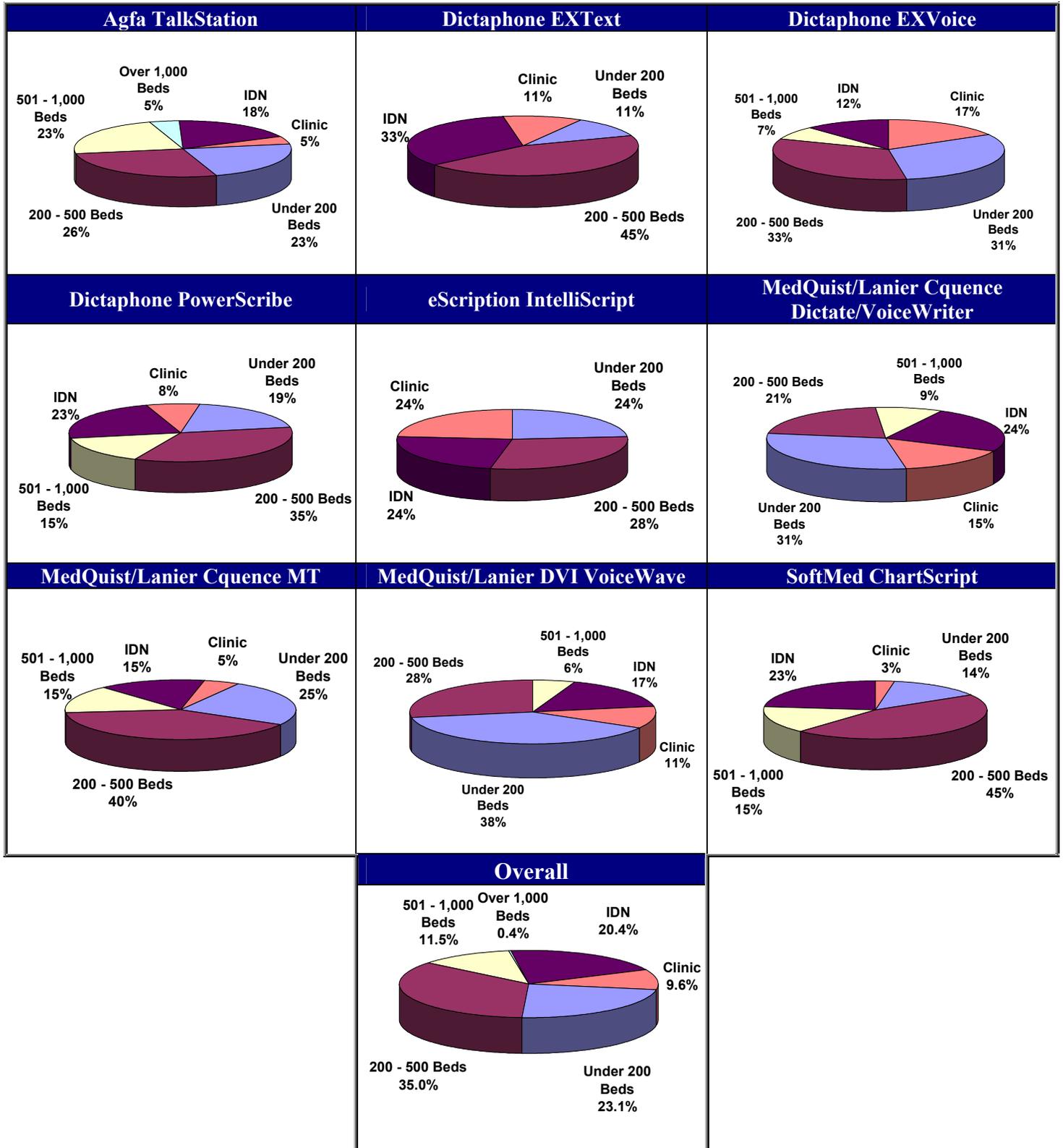


Figure 2: Beds Sizes of Participating Facilities by Vendor

Overall, KLAS interviewed a total of 296 survey participants, 23% of which were under 200 beds, 35% 200-500 beds, 11% 501-1,000 beds, 1% over 1,000 beds, 20% IDNs and 10% clinics – a substantial survey pool.



WHY A DICTATION, TRANSCRIPTION & SPEECH RECOGNITION STUDY:

Providers are seeking more efficient and cost effective ways to accomplish text reporting as a result of clinician dictation and its resultant transcription. Today, a hospital provider is likely to have multiple dictation and/or transcription systems in order to satisfy the text reporting needs of medical records, radiology, pathology, cardiology, and other clinical areas. Complicating this environment is the automation of the medical record and its need to “contain” the result of this text report so as to encourage its own use as the “sole source” of patient information.

With today’s declining healthcare dollars in concert with the promise of relevant technology, renewed efficiencies are being sought for this historically labor intensive area. A quote from one vendor experience exemplifies the promise: *“we received a letter from one of our clients, a physician, who indicated that before a patient was able to get home from the hospital, they had the results dictated, accepted and signed off for the patient’s record.”*

CONTACT INFORMATION:

- AGFA – www.agfa.com/healthcare
- CERNER – cerner.com
- DICTAPHONE – www.dictaphone.com
- DOLBEY AND COMPANY – www.dolbeyco.com
- ESCRIPTION – www.escription.com
- MEDQUIST/LANIER – www.medquist.com
- PHILIPS – www.medical.philips.com
- PROVOX – www.ProVox.com
- SOFTMED – www.softmed.com
- VIANETA – www.vianeta.com
- KLAS – www.healthcomputing.com