

CASE STUDY



Home Health and Hospice | Speech-to-text

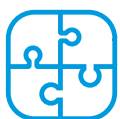
# Smoky Mountain Home Health & Hospice reduces staff documentation time with speech-to-text technology

Smoky Mountain Home Health & Hospice has had a passion for bringing comfort to patients since it opened almost four decades ago. And after finding a technology partner in MatrixCare in 2019, they were able to achieve better clinician experiences and better patient outcomes.



## Challenges

- Time-consuming documentation
  - Poor work-life balance for clinicians
  - Slow billing process
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## Solution

- Speech-to-text integration
  - Reporting capabilities
  - Revenue cycle management
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## Results

- Reduced documentation burden and time
- Increased caregiver satisfaction
- Faster reimbursements
- Improved compliance with billing regulations
- Enhanced operations

But by 2020, staffing became a significant challenge for the post-acute care industry. The COVID-19 pandemic heightened the need to solve the clinician shortage, as many agencies struggled to provide a solution for documenting after-hours and work-life balance for staff. Smoky Mountain turned to their EHR partner to help them navigate this new normal. The solution was a speech-to-text integration that simplified documentation and increased clinician satisfaction.

### Driving efficiency with innovative speech-to-text integration

When Smoky Mountain heard about MatrixCare's speech-to-text tool, powered by nVoq—an industry-leading speech recognition solution that is HIPAA compliant—they were confident it would solve their clinicians' need for easier documentation. nVoq's speech recognition helps clinicians capture the patient narrative more quickly, accurately, and completely.

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*I have one nurse who can't say enough good about [speech-to-text]. She has dyslexia, and it has helped her efficiency tremendously.*

**Brenda McClanahan**, RN, hospice assistant administrator, Smoky Mountain Home Health & Hospice

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"Clinicians would tell us that documentation was taking way too long," says Brenda McClanahan, RN and Hospice Assistant Administrator for Smoky Mountain Home Health & Hospice. "They were spending time documenting in the evenings or having to take it home." While Smoky Mountain encourages clinicians to document at the bedside,

they understand that's not always possible. And once documentation starts piling up, clinicians spend long hours trying to catch up. McClanahan remembers, "When I saw speech-to-text functionality coming out, I knew it would be one helpful answer to the time clinicians were spending on documentation."

She was right. Clinicians began seeing the positive effects speech-to-text had on their jobs—sometimes for reasons beyond timely documentation. "I heard excellent feedback from the folks who started using speech-to-text and ran with it," says McClanahan.

Brenda has also heard from clinicians that it now takes them less time to document and increases accuracy, especially once it has acclimated to each



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individual's voice. "We need all the efficiency we can get," says McClanahan. "Because the mandate for the amount of documentation you have to do in home health and hospice is overwhelming."

## Complete documentation leads to better operations

When writing or typing, it's common to skip details and cut to the chase. But when using voice, clinicians are more likely to share a full patient story.

"We're seeing more elaborative detail on assessments and interventions that need more explanation," McClanahan shares. "Documentation is also more accurate, with fewer spelling errors."

This one technology feature has also been beneficial for Smoky Mountain's financial operations. Before implementing MatrixCare and using speech-to-text, they had a higher volume of claims on hold. "We had claims on hold for billing issues, clinical issues, documentation issues," McClanahan says. "With the reporting and capabilities we have now to better monitor clinicians' work, we're much more timely."

Another feature McClanahan loves is the Claims On Hold report, giving her the visibility of why a claim is being held up and who needs more education to keep it from happening again.

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With the labor shortage continuing to take its toll on the post-acute care industry, it's clear that Smoky Mountain Home Health & Hospice has found a

way to overcome clinician frustrations while also providing better care. Through their partnership with MatrixCare and its speech-to-text capabilities, Smoky Mountain is able to address the critical needs of their staff and operations.

When asked what advice she would give others considering implementing speech-to-text, McClanahan's answer was simple: "Do it."



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Case study based on client's own data and sources. Results may vary based upon particular circumstances.

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