



A Partner Solution for the Public Sector

Leveraging Voice Recognition and Business Process Management to Automate and Streamline Healthcare Operations

IBM **Information Management** software

IMC WiSPER for Healthcare

Partner Solution

■ **Target Industry**

Healthcare Providers

■ **Business Applications**

Enterprise Electronic

Health Records

Medical and Patient Records

Billing Management

■ **Products**

IBM FileNet Business Process

Manager

IBM FileNet Capture

IBM FileNet Content Manager

IBM FileNet eForms

IBM InfoSphere Content Collector

IBM InfoSphere Enterprise Records

Business Challenge

While the U.S. lags behind other countries with healthcare providers still using hard copy records, many healthcare providers have made the switch to electronic healthcare records (EHRs).

Yet many healthcare organizations are still using traditional and/or archaic methods—writing notes in long hand for someone else to enter, keying the data into a computer, or dictating and transcribing the copy. Aside from nullifying many of the potential benefits EHRs seek to deliver, this process also makes it nearly impossible for healthcare organizations to compare disparately captured information, generate reports, or standardize records and documentation.

As a result, healthcare professionals are demanding next-generation capture solutions that leverage a combination of technologies including voice recognition and business process management to automate and streamline healthcare operations, eliminate the need for transcription services, and reduce error-prone data entry functions that can negatively impact clinical care outcomes, as well as the bottom line.

Solution

WiSPER for Healthcare combines the industry's most advanced speech recognition tools with the

IBM Enterprise Content Management (ECM) suite of products. This unique solution leverages the power of natural language processing to produce standardized records that can be collectively evaluated for outcomes-based analysis and monitoring of clinical encounters. WiSPER for Healthcare features include:

- State-of-the-art speech recognition and a 100 percent voice-controlled user interface that integrates with existing line of business systems to automatically generate complete, accurate records and documentation;
- Natural language processing that automates the coding and standards-based classification of clinical encounters;
- Robust storage and effective records management that streamlines workflows and incorporates SNOMED-CT, ICD-9, CPT, RxNORM, and Lab LOINC standards with HL7 messaging in a HIPAA-compliant environment; and,
- Flexible, scalable architecture that interfaces with legacy EHR or other systems to further automate and streamline healthcare operations.

With WiSPER for Healthcare, doctors, nurses and other healthcare professional are able to capture clinical records in real-time, using a voice-controlled user interface.



WiSPER for Healthcare's standardized output enables healthcare professionals to collect patient data and conduct analysis and other reporting, which in turn can lead to further improvements in healthcare.



WiSPER for Healthcare also reduces manual tasks associated with the clinical documentation process. Records are captured using voice recognition, which is faster than any other data entry alternative, eliminating transcription costs. With WiSPER for Healthcare, medical coding is also automated, eliminating the time and costs associated with manual coding.

Value Proposition

WiSPER for Healthcare combines industry-leading technologies to help eliminate EHR adoption barriers, enabling healthcare organizations to improve the quality of patient care, while increasing productivity, reducing costs and enhancing cash flow.

Healthcare professionals choosing to implement WiSPER for Healthcare can experience improved patient outcomes, enhanced job satisfaction, improved financial performance, more effective patient health analysis and rigorous compliance with burgeoning healthcare standards.

Because the spoken word is up to three times faster than typing, WiSPER for Healthcare enables significant increases in clinical operational efficiency, reducing the workload of healthcare professionals, and improving the accuracy of patient records, as clinical encounters are automatically coded and standardized by the system.

Creating richer, more accurate detail in patient records, WiSPER for Healthcare also reduces errors, contributing higher quality patient care

By automating, removing or reducing tasks throughout the clinical encounter process, WiSPER for Healthcare also enables faster, more accurate billing, which ultimately results in an increased cash flow, and an improvement in the business life cycle of a claim, with the near real-time claims settlement.

Company Description

IMC, Inc. is a provider of business, scientific and government solutions since 1981. IMC's award winning solutions and management have been featured in media including Time, ABC News, The Washington Post, Washington Technology, and the Washington business Journal. WiSPER's suite of standardization solutions combine leading edge technologies, services and proven methodologies with industry and technical expertise to deliver superior, innovative solutions designed for your precise organizational needs. For more information, please visit www.imc.com.

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