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Seamless, Timely Implementation Yields Quality Service and a Cost Effective Global Solution

Lake Health is a private, not-for-profit leader in community healthcare in Northeast Ohio that provides a lifetime of health and wellness for patients. Lake Health embraces a philosophy of patient and family-centered care through a comprehensive network of 600 dynamic physicians, 2,700 healthcare professionals, almost 1,000 volunteers and 13 up-to-date facilities.

The hospital has been an integral part of the community for more than 100 years. Providing progressive, compassionate healthcare to everyone in and around Lake County is Lake Health's mission and vision, and with such a large number of providers and patients, it is critical that all information be as efficient as possible.

When Lake Health decided to appoint a new medical transcription service, it conducted a comprehensive search and developed a number of selection criteria to ensure the right provider was chosen. "The most important areas we considered were turnaround time, quality of the reports and ease of conversion," said Bob Tracz, Chief Financial Officer at Lake Health. Acusis was awarded the contract and, according to Tracz, "Acusis delivered on all three categories and helped us reduce cost and improve quality overall."

At the time of implementation, Lake Health was nearing the completion of their new state-of-the-art facility, and it was essential that Acusis completed the implementation by the final move date. The Acusis pre-implementation team worked closely with Lake Health to plan the implementation process. Lake Health found that the implementation with Acusis was very organized and they kept with the established timeline to bring the project in on time. "It was a very smooth transition," said Kimberly Krueger, Director of HIM at Lake Health. "The medical staff didn't even notice that we had changed transcription providers, it was that seamless."

In the beginning of the business relationship, Lake Health utilized a domestic production model for most of the transcription work and only a small amount of the work utilized a global production model. However, after realizing the benefits, Lake Health has decided to optimize the global production model. "The opportunity to have these global options is significant," said Matt Sheldon, Revenue Cycle Director. "We have reached a high comfort level with the Acusis global production model as it relates to security, quality and turnaround times, and it also helps keep our costs in line.

"Overall, we knew we needed an improvement," said Matt, "and that's just what we're getting with Acusis."



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Chief Financial Officer

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