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## Benefiting from Backend Speech Recognition with Seamless, Transparent and Quality Results

Quality health services and community support have been the tradition at O'Connor Hospital since it opened its doors in 1889 in San Jose, California. Whether for the birth of a baby or a life-saving surgery, O'Connor Hospital's reputation for medical excellence, superior skills and advanced technology precedes it.

Based on its mission, O'Connor Hospital strives for advanced technology in all aspects of its operations, including its medical transcription services. Pam Woods, director of health information management, is responsible for supporting its physicians with state-of-the-art transcription services, and she has been utilizing the Higher Standards<sup>SM</sup> medical transcription services provided by Acusis.

Recently, Pam Woods engaged in Acusis' backend speech recognition in exchange for a discount to use the service. O'Connor Hospital is using Acusis' backend speech recognition service to augment internal transcriptionists. To ensure quality control, Acusis first completed an analysis of the O'Connor physicians to verify accuracy when their dictation is run through its backend speech recognition engine, known as AcuSpeech.

For O'Connor Hospital, 19 of its doctors qualified for the program, and the basic process was seamless to the traditional approach. There was no change to the way they dictate, the way O'Connor receives reports, or the way staff uses the Acusis system. For its dictations, O'Connor simply receives reports that went through the Acusis backend speech recognition program and editing instead of the traditional transcription and editing process.

According to Pam Woods, the implementation of the backend speech recognition service was both seamless and transparent. "We conducted an audit of the records that were completed with the speech recognition service and the quality, accuracy and turnaround were virtually seamless," she said. "Acusis did a great job with even some of our toughest dictators. I'm very satisfied so far and will no doubt continue with the backend speech recognition services from Acusis."

For O'Connor Hospital, the backend speech recognition services provided by Acusis are timely and dependable. "I also like the fact that our turnaround time was not affected. I'm happy with the transcription services that Acusis delivers. And this latest service is no exception."



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– Pam Woods  
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