

## **FOR IMMEDIATE RELEASE**

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## **North Bronx Healthcare Network Integrates Speech Recognition with Misys CPR™ System**

*Drastic Improvements Cited in Patient Safety, Billing Accuracy and Physician Workflow*

**Tucson, Arizona, 23 September 2003** — Misys Healthcare Systems, a market leader in healthcare information technology, announced today the North Bronx Healthcare Network, operated by New York City Health and Hospitals Corporation (HHC), is integrating Voicebrook's VoiceOver speech recognition solution with Misys Healthcare Systems' award-winning Misys CPR™ integrated electronic patient record and CPOE system (formerly Patient1®). Approximately 270 physicians and 100 nurses at the Network's two hospitals, Jacobi Medical Center and North Central Bronx Hospital, use the combined tools to improve patient safety, enhance clinical documentation, and accelerate billing reimbursement.

"The VoiceOver speech recognition technology, launched directly from Misys CPR, encourages physicians to enter their progress notes online at the point of care to create more readable, error-free and comprehensive documentation of a patient's particular treatment diagnosis," said Daniel Morreale, chief information officer, North Bronx Healthcare Network. "The dual tools streamline physicians' workflow and enhance computer navigation."

Speech recognition technology integrated with the Misys CPR improves billing accuracy at North Bronx Healthcare Network by generating a structured clinical note with appropriate diagnosis and procedure codes. The online progress notes capture more patient visit charges, which are transferred via the Misys CPR to the two hospitals' finance systems for billing.

"Now that our physicians are capturing more clinical encounter details, we've reduced our potential billing denials by 32 percent in each of the six clinics that are now

paperless,” he continued. “We estimate roughly a return on investment of several million dollars due to improved cash flow and enhanced accuracy in insurance payments.”

Online progress notes are helping enhance patient safety. The immediate availability of automatic, legible notes ensures patient treatment is accurate and administered more quickly by the attending physician. “Instead of waiting for the medical chart to be pulled across campus, the physician can download the electronic health record, read the latest diagnosis and treat the patient accordingly,” Morreale said.

Today, six clinics use online progress notes at Jacobi Medical Center and North Central Bronx Hospital - Radiology, Adult Outpatient, Pediatric Outpatient, Urology, Sports Medicine, and Women’s Health – following a successful pilot implementation of the enterprise integration of VoiceOver and Misys CPR in 2000.

Speech recognition technology is typically used to complement or replace manual processes in transcription-heavy departments, for example, radiology and cardiology. Today, healthcare organizations are rapidly adopting speech recognition across multiple clinical disciplines. A critical factor enabling speech recognition is interface integration with computer-based patient record-based systems, such as Misys CPR.

“We’re thrilled to partner with industry leader Misys Healthcare Systems to provide an integrated enterprise speech recognition solution that augments the care management and billing processes and improves both physician and patient satisfaction,” said E. Ross Weinstein, Voicebrook president.

“North Bronx Healthcare Network is a visionary organization that recognizes speech-enabled clinical documentation offers significant time management savings for transcription-heavy functions, plus facilitate more productive and comprehensive documentation of patient care,” said Andrew Lawson, president of Misys Healthcare Systems, Hospital Systems business unit. “We believe Voicebrook’s VoiceOver and Misys CPR, combined with our close working partnership will help this industry leader achieve improved patient care outcomes and financial performance.”

### **About North Bronx Healthcare Network**

North Bronx Healthcare Network is one of seven regional networks established by the New York City Health and Hospitals Corporation (HHC), the largest municipal healthcare system in the nation. Its two hospitals, Jacobi Medical Center and North Central Bronx Hospital in NYC, are recognized by the Leapfrog Group for advances in computerized physician order entry (CPOE). At both hospitals, 100 percent of physicians use the Misys CPR™ integrated electronic patient record and CPOE system to enhance patient safety, provide higher quality patient care, and improve operational performance during the ordering process. Additional information is available on HHC's corporate web site at [www.NYC.gov/hhc](http://www.NYC.gov/hhc).

### **About Voicebrook**

Voicebrook is a leading speech recognition technology consultancy and software developer, serving healthcare enterprises throughout the United States. Voicebrook has an unmatched track record of delivering speech recognition solutions powered by ScanSoft's award-winning Dragon NaturallySpeaking, providing financial savings, as well as other important benefits including more natural computer interfaces, increased technology utilization by clinicians, more familiar documentation formats, improved clinical documentation and avoidance of repetitive strain injury (RSI). Voicebrook is an active contributor in regional and national organizations focusing on technology implementation for healthcare, including HIMSS, New York Software Industry Association, and the Long Island Software and Technology Network (Healthcare Special Interest Group). Additional information is available at [www.voicebrook.com](http://www.voicebrook.com).

### **About Misys Healthcare Systems**

Misys Healthcare Systems, a division of Misys plc, is among the top five healthcare IT companies in the United States. The company designs, develops and supports a comprehensive suite of information products, and currently serves over 85,000 physicians, 1,200 hospitals, 600 home care providers and hundreds of commercial laboratories, clinics, managed services and other related organizations. For more information, visit [www.misyshealthcare.com](http://www.misyshealthcare.com).

## **About Misys plc**

Misys plc, the global software products and solutions company, serves customers in the international banking and securities, US healthcare, and UK retail financial services sectors. The group partners with its customers to deliver outstanding IT solutions to essential industries. For the year ended May 31, 2003, Misys reported revenues in excess of \$1.5 billion. Misys employs more than 6,500 people internationally. For more information, visit [www.misys.com](http://www.misys.com).

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