

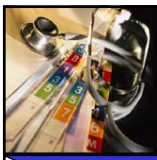



# The New Transcription Measurement Standards

How well do you measure up?

**Cost Control**   **Quality Control**   **Speed Control**

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## Evolution of Expectations

*Driving the need for new standards*

**Cost Control**   **Quality Control**   **Speed Control**

<i>Activity</i>	<i>1980's</i>	<i>Today</i>
<b>1</b> Dictation Capture	Cassette Tapes	Digital Recording
<b>2</b> Document Distribution	Paper via Sneaker-Net	Electronic Files via the Internet
<b>3</b> Latest Efficiency Tool	IBM Selectric	Speech Recognition
<b>4</b> Security Guidelines	Privacy Act of 1974	HIPAA
<b>5</b> Production Measurements	Arrive on time & work till 5	Minimum of 1,200 lines/day
<b>6</b> Labor Costs	By the hour or by the page	By the line, loaded for in-house
<b>7</b> Labor Options	Recruit, train & retain	Direct, Domestic, Off-shore, SR
<b>8</b> TAT Drivers	Tied to cassette movement	Driven by patient care
<b>9</b> Competition	Limited to local call zone	1,500 US & Off Shore MTSOs



## New Transcription Standards

Cost Control
Quality Control
Speed Control

**Cost Control:**

**The VBC Counting Method**

Joint white paper from AHIMA and MTIA

**Quality Control:**


**QA Best Practices**

White paper from AHDI

**Speed Control:**

**TAT4CDT Industry Survey**

Joint white paper from AHIMA and MTIA




## What's My Line...

Cost Control

<b>Visual Black Character (VBC)</b>	Each printed ASCII character on the page has a value of one character.
<b>65 Character Net (no formatting)</b>	Each printed ASCII character, space, tab and carriage return has a value of one.
<b>65 Character Net (with formatting)</b>	Same as above, except premium added for capitalization, bolding, underline, etc.
<b>Gross Lines</b>	The total number of horizontal lines that contain printed characters in the report.

Microsoft Word "Tools"	Characters (no spaces)	Characters (with spaces)	Lines
Transcription jargon	VBC "Lines"	Net Lines (no formatting)	Gross Lines
Counts for article	410	483	574



## AHIMA / MTIA VBC Standard

### Cost Control

**A visual black character is defined as any printed letter, number, symbol, and/or punctuation mark that appears on the delivered printed page. No credit is given for any/all formatting (e.g., bold, underline, italics, table structure, formatting code, or space).**


A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T	U	V	W	X	Y	Z
a	b	c	d	e	f	g	h	i	j	k	l	m	n	o	p	q	r	s	t	u	v	w	x	y	z
`	1	2	3	4	5	6	7	8	9	0	-	=			\	:	'	,	.	/					
~	!	@	#	\$	%	^	&	*	(	)	-	+	{	}	:	<	>	?							

**Example: LINE S counted as VBC only equals 5 Characters**

**LINE S counted as a Net Line (w/o formatting) 9 Characters**

**LINE S counted as a Net Line (with formatting) 28 Characters\***


**\* 5 each for a) letters, b) capitalization, and c) italics; 4 for the spaces between the characters; and 9 for the underlines beneath everything**



## Line Rate Conversion Chart

### Cost Control


Counting Method	Equivalent Rates (expressed in cents)										Key
<b>VBC</b> (per character)	0.00130	0.00149	0.00167	0.00186	0.00204	0.00223	0.00241	0.00260	0.00279	0.00297	/ 65
<b>VBC</b> (times 65)	8.45	9.66	10.87	12.07	13.28	14.49	15.70	16.90	18.11	19.32	* / .8282
<b>65 Characters</b> Spaces & Tabs	7	8	9	10	11	12	13	14	15	16	*
<b>65 Characters</b> (with formatting)	6.3	7.2	8.1	9	9.9	10.8	11.7	12.6	13.5	14.4	* X .9
<b>Gross Lines</b>	5.01	5.73	6.44	7.16	7.88	8.59	9.31	10.02	10.74	11.46	* X .716



## QA Best Practice Objectives

Quality Control

- Identify and correct errors and inadequacies within the documents.
- Elevate department quality through evaluation and optimization of the workflow process.
- Improve the skills of the originator and documentation specialist through evaluation of error patterns and continuing education efforts.
- Evaluate MT / department performance through randomly selected, statistically valid sample sets.




## Quality Assessment Methods


Quality Control


**Error Value/Volume**  
Scores are based on error values correlated to the total line counts. Recommended for inconsistent document lengths or predominantly long (psychology) or short (radiology) reports.

**Error Value from 100 by Document**  
Scores are based on error values subtracted from 100 for each document, regardless of the size of the document. Recommended when document lengths are consistent, such as the basic four (typically 50-55 lines).

**Pass/Fail**  
Assessments are based on a maximum number of error types per document (recommended for department scoring only).

 <b>AHDI Error Value Table</b> <i>abbreviated</i>				
Quality Control				
Error Level	Error Type	Value/Volume Method	Value/100 Method	Pass/Fail Method
<b>Critical</b>	<ul style="list-style-type: none"> <li>Medical word misuse</li> <li>Omitted dictation</li> <li>Patient ID error</li> <li>Upgrade of major due to patient impact</li> </ul>	4	8	Fails with 1 critical error or more.
<b>Major</b>	<ul style="list-style-type: none"> <li>Misspelled word</li> <li>Incorrect verbiage usage</li> <li>Minor error upgrade due to patient impact</li> <li>Critical error downgrade - minimal impact</li> </ul>	1.5	3	Fails with 3 major errors or more
	<ul style="list-style-type: none"> <li>Failure to flag for QA</li> <li>Abuse of flagging</li> <li>Protocol failure</li> </ul>	1	2	
<b>Minor</b>	<ul style="list-style-type: none"> <li>Grammar / formatting error</li> <li>Other miscellaneous error</li> </ul>	.5	1	Fails with 9 minor errors or more
	<ul style="list-style-type: none"> <li>Critical or major error downgrade for minimal impact on patient safety</li> </ul>	.25	.5	
	<ul style="list-style-type: none"> <li>Punctuation</li> <li>Dictator effect error</li> </ul>	0	0	

 <b>QA Scoring</b>	
Quality Control	
<p><b><u>Error Value/Volume</u></b></p> <p>If 1,000 lines are assessed during an evaluation period with a combined error value of 30, the resulting quality score would be 97.</p>	
<p><b><u>Error Value from 100 by Document</u></b></p> <p>If the 1,000 lines above represented 200 documents with an average of three error point deductions each (a total of 60 error points) the resulting quality score would be 97.</p>	
<p><b><u>Pass/Fail</u></b></p> <p>If the 200 documents are evaluated and six of them having more than the allowed Pass/Fail combined error type limits, the resulting department score would be 97.</p>	
<p><b>Caution: A score of 97 does NOT mean 97% accuracy!</b></p>	



## Statistically Valid Sampling


### Quality Control

The AHDI recommended production volume considered as statistically valid for quality assessment of a full-time transcriptionist is 1,350 lines or 30 documents per quarter, whichever is greater.

Classic “statistic textbook” approaches to determine sample sizes that produce a 95% confidence level are detailed in the AHDI document.

Reports selected for QA evaluations of the MT staff and/or department scoring must be randomly pulled from the total volume.

Regardless of the scoring method used, errors should be tallied by category (critical, major, minor) and type to identify patterns and drive employee development efforts and/or vendor management.



## AHIMA / MTIA TAT4CDT Survey

### Speed Control

### Turn Around Times for Common Document Types

Survey results from AHIMA/ MTIA Joint Task Force on Standards Development.

Work Type	Contracted TAT		Mode
	High	Low	
History & Physical	48	4	8 & 12 (tie)
Operative Report	24	4	12
Discharge Summary	48	24	24
Progress Note	48	4	24
Consultation	48	4	24
Radiology	24	4	4

## Actual TAT4CDT Performance

**Speed Control**

Percentage of Time within Contracted TAT	
95-100% of the time	41%
90-94% of the time	31%
85-89% of the time	11%
Less than 85% of the time	15%
Blank response	2%

JCAHO falls short of defining any TAT requirement other than H&P's are to be completed within 24 hours.

Better technology and increased competition has led to greater visibility, but the true driver for faster TAT speed is patient care.

Contributing Factors to TAT Noncompliance	
Staffing	32%
Work volume changes	31%
Transcription anomalies	21%
Other	8%
New technology/equipment implementation	5%
TAT expectation changes	3%

## Turning Standards into Results

**Cost Control**

**Quality Control**

**Speed Control**

- Evaluate all options with the audit-able VBC line counting standard.
- Convert all technology expenses to annual volume line costs.
- Precisely define what document elements are to be counted or credited.

- Fair quality assessments can only be made from random samples.
- Employee agreement & contracts must specify method & expectations.
- Every QA program should include error tracking & improvement plans.

- "Standards" don't exist, so success comes from managing expectations.
- Like QA efforts, documents routed for help should not count negatively.
- Contracts should include measurement standards & penalties.



**Thanks for your interest...**  
*Any questions?*

**The New Transcription  
Measurement Standards**

**How well do you measure up?**



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