

Top 10 TASP's and TASP Perception

A Survey of AHDI Members

May 2009



Introduction

In March 2009, LearningBridge^a conducted a survey regarding Transcription Application Service Providers (TASPs) to better understand TASP use and perception. Results are based on responses from survey participants who are or have been associated with the Association for Healthcare Documentation Integrity (AHDI); however, neither AHDI nor any other organization sponsored the survey. LearningBridge conducted the survey based on its own interest in better understanding the field surrounding medical transcription.

Email invitations were sent to 13,113 people^b, inviting them to take the survey at the LearningBridge website. Participants had three weeks to complete the survey, and 877 (7%) people did so. The results of all 10 questions are shown below, with a brief description. The survey itself is reproduced at the end of this document in the appendix.

^a LearningBridge provides general and custom online surveys for knowledge acquisition and 360° feedback.

^b One point that is important to keep in mind regards the population surveyed. All survey respondents currently have or have had membership or other affiliation with AHDI. That means that we aren't necessarily learning about all people involved with transcription but about those involved with health documentation, that are generally U.S. companies/citizens, and have associated with AHDI. For example, we asked respondents whether transcriptionists in their company worked in or outside the U.S. Only 71 or 8% of respondents noted that their organization has transcriptionists who work outside the U.S. This result doesn't necessarily suggest how many organizations have non-U.S. transcriptionists, rather it may suggest how many organizations associated with AHDI have non-U.S.-based transcriptionists.

Summary

As we analyzed the results, the distribution of responses generally remained consistent for the different questions across subpopulations, such as by respondents' primary role. There were some differences, but those occurred in expected ways, such as with question 8, where transcriptionists were more concerned with integrating the TASP with their system while medical transcription service organizations (MTSO) administrators were more concerned about process and task management.

Which Transcription Application Service Providers (TASPs) are the most commonly used among people associated with AHDI? Based on responses to question 5, including those that were noted in the *Other* category, the following are the top 10 most commonly used TASPs out of the over 30 products and companies noted^c.

| Rank | TASP | Count | Percent ^d |
|------|--|-------|----------------------|
| 1 | Nuance / e-Script / iChart / PowerScribe / EXText / EditScript | 65 | 10.0% |
| 2 | MedQuist/DocQscribe/DocQmanage | 56 | 8.6% |
| 3 | SoftMed/3M/ChartScript | 41 | 6.3% |
| 4 | Clarity/Spheris/Cornerstone | 29 | 4.4% |
| 5 | MediTech | 23 | 3.5% |
| 6 | Dolbey/Fusion | 18 | 2.8% |
| 7 | WinScribe | 16 | 2.5% |
| 8 | EMDAT | 16 | 2.5% |
| 9 | Stent-Tel | 16 | 2.5% |
| 10 | WebChartMD | 15 | 2.3% |

^c In some cases people noted a specific TASP component as well as the brand or software suite name. Because of this slight ambiguity, some were grouped together.

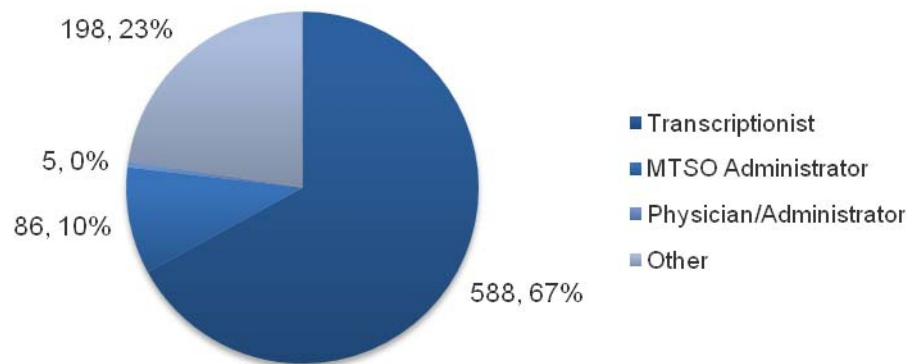
^d Percentage is based on only those who actually use a TASP (877 total responses minus the 224 responses that do not use a TASP, for a net total of 653).

Questions

1. My primary role is:

The majority of respondents identified themselves as *Transcriptionists* (588, 66%), followed by *Other* (198, 23%), and *MTSO Administrators* (86, 10%).

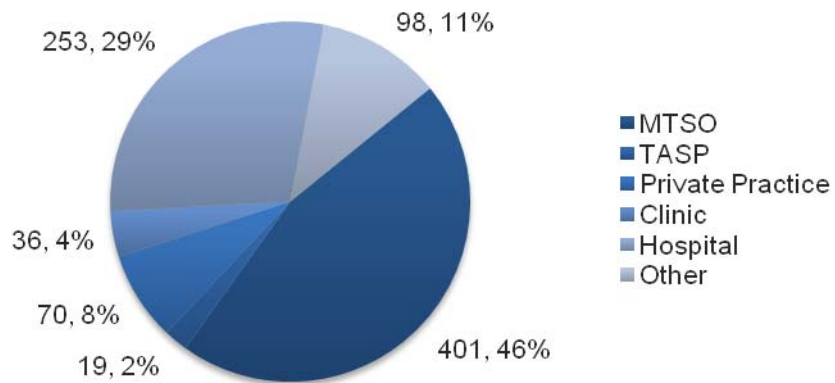
1. My primary role is:



2. My organization is a:

The largest percentage of respondents work for an MTSO. However, if you combine the categories Private Practice, Clinic, and Hospital, 359 (41%) work directly for a health care provider.

2. My organization is a:

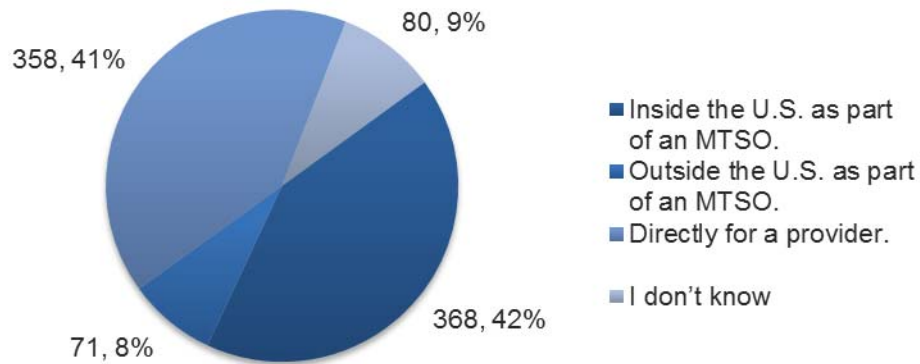


3. In my organization the transcriptionists work:

There was a pretty even split between respondents whose organizations have transcriptionists working *Inside the U.S. as part of an MTSO* and those who work *Directly for a provider*. One key purpose of this question was to see how many respondents work for MTSOs with transcriptionists outside the U.S., which accounted for 71 (8%) responses.

Of the 80 (9%) people who said they don't know where the transcriptionists work, 53 of them were transcriptionists. It is likely that they work from home and don't know where other transcriptionists of the same company might be located.

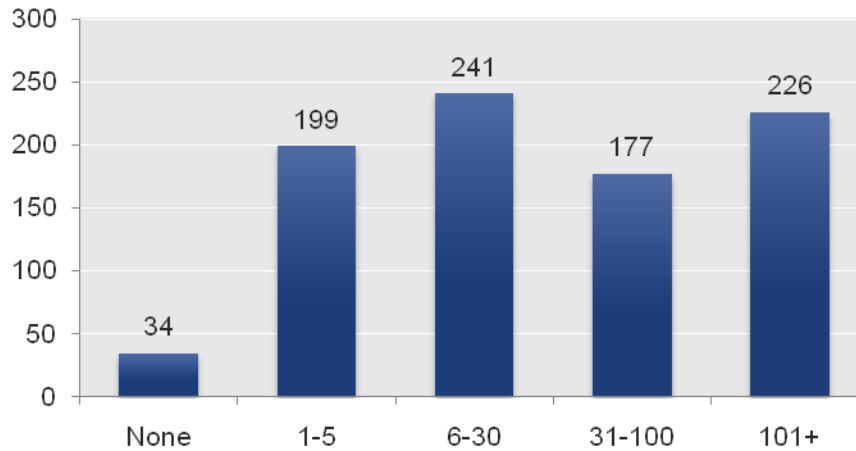
3. In my organization the transcriptionists work:



4. How many transcriptionists are in your organization?

The original question had more categories, but we combined some to make the results simpler to view. These results show that 50% of respondents work for organizations that have 1 – 30 transcriptionists.

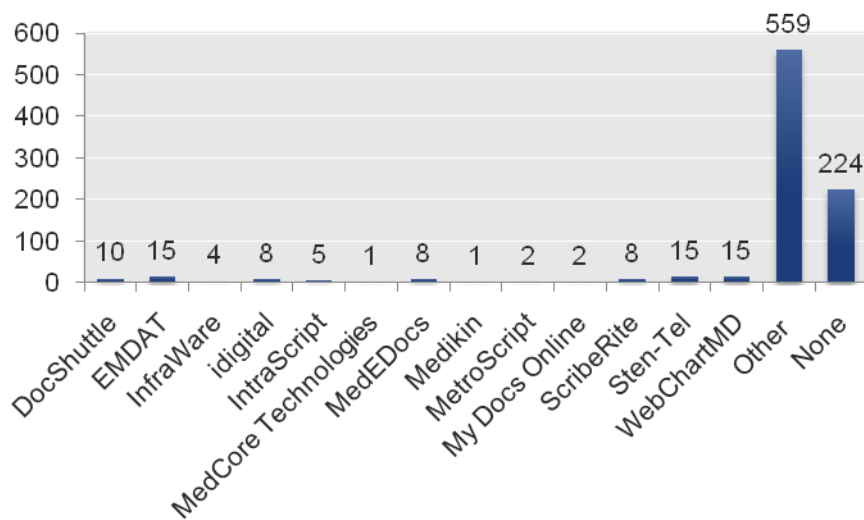
4. How many transcriptionists are in your organization?



5. Which Transcription Application Service Provider (TASP) do you use?

The top 10 list at the beginning of the article was extrapolated from this question. Most respondents used the *Other* category to note either a TASP that was not part of the list or the multiple TASPs they use. At least 40 respondents noted only that a Dictaphone was used, and some others stated they had proprietary systems or listed an MTSO (MTSOs were not counted unless they also offered a TASP).

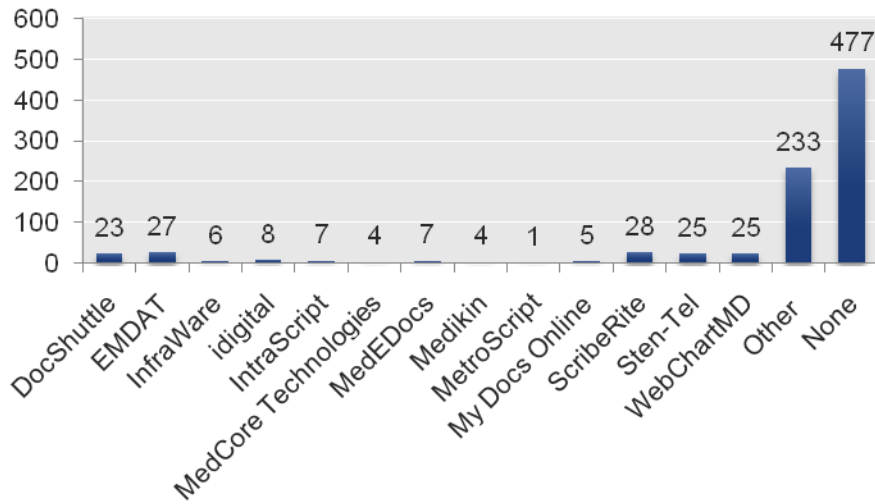
5. Which TASP do you use?



6. Which TASP(s) have you used in the past (not including what you are currently using)? Please check all that apply.

Of the 877 participants, 795 answered this question. Multiple TASP's could be selected for this question, but 477 (60%) respondents have not used a different TASP in the past.

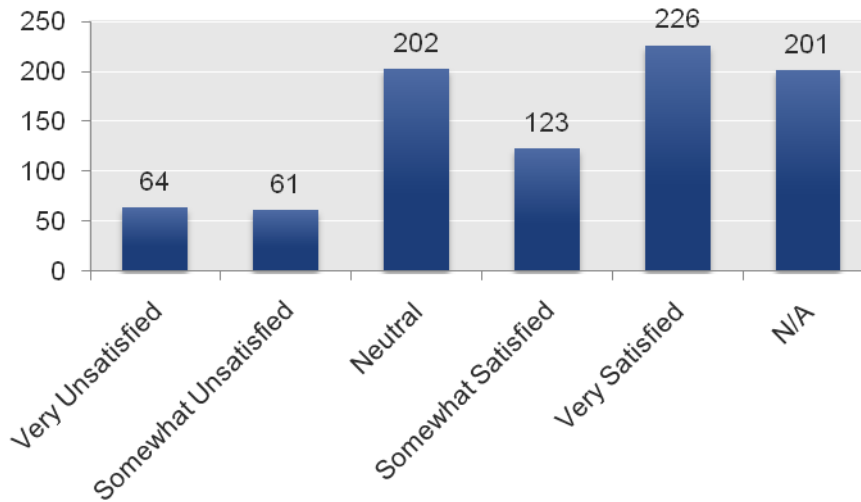
6. Which TASP(s) have you used in the past (not including the current one).



7. How satisfied are you with your TASP?

In response to this question, 551 out of 676 (82%) were *Neutral* to *Very Satisfied*. This suggests that respondents are not likely to switch to a new TASP, considering that someone who is at least neutral probably does not have sufficient motivation to make a change.

7. How satisfied are you with your TASP?



8. Please rate the importance of each factor below when deciding on a TASP:

Respondents rated each of six categories from *Not Important* to *Very Important*. These results would suggest that respondents are less sensitive to price but are quite sensitive to ease of use. A possible explanation is that most of the respondents are transcriptionists who do not pay for the TASP itself but only work with it, which would also make sense as to why so many ranked ease of use as *Very Important*. Understandably *Integration with the Transcriptionist's System* was rated as *Very Important* by transcriptionists more than MTSOs who rated *Process and Task Management* higher.

The categories are listed for the Overall group and then by subpopulations in order of those that received the highest to lowest number of votes for *Very Important*.

Overall

1. Ease of Use (801, 91%)
2. Customer Support (750, 86%)
3. Integration with Transcriptionist's System (741, 84%)
4. Integration with Medical Provider's System (738, 84%)
5. Process and Task Management (703, 80%)
6. Price (584, 67%)

Primary role: Transcriptionist

1. Ease of Use (531, 90%)
2. Integration with Transcriptionist's System (504, 86%)
3. Customer Support (492, 84%)
4. Integration with Medical Provider's System (488, 83%)
5. Process and Task Management (465, 79%)
6. Price (374, 64%)

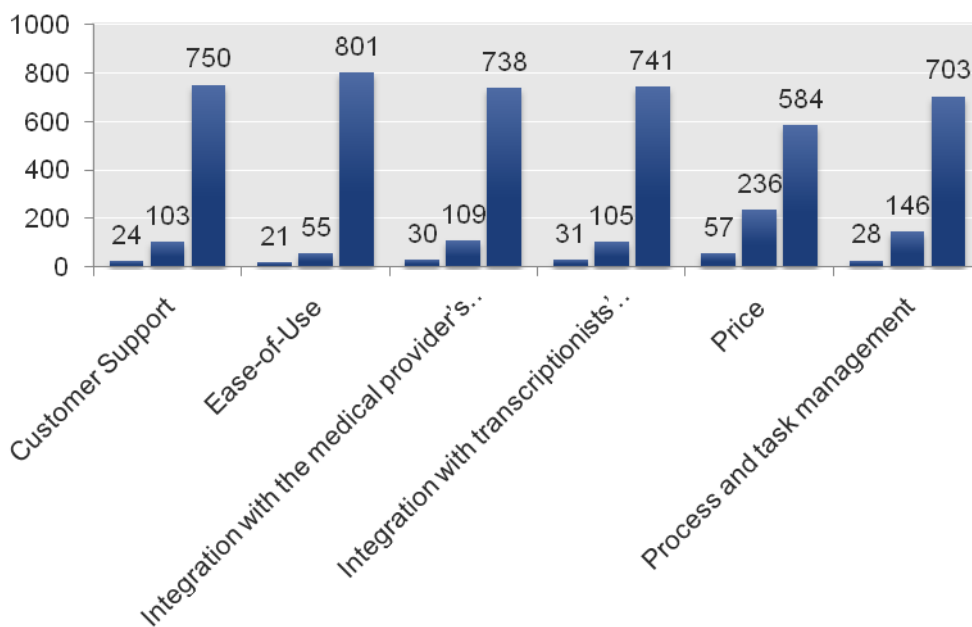
Primary role: MTSO

1. Ease of Use (83, 97%)
2. Customer Support (81, 94%)
3. Process and Task Management (75, 87%)
4. Integration with Medical Provider's System (73, 85%)
5. Integration with Transcriptionist's System (68, 79%)
6. Price (65, 76%)

Primary role: Other

1. Ease of Use (183, 92%)
2. Customer Support (172, 87%)
3. Integration with Medical Provider's System (172, 87%)
4. Integration with Transcriptionist's System (166, 84%)
5. Process and Task Management (159, 80%)
6. Price (142, 72%)

8. Rate Importance



Each category displays the bars and values for each of the three rankings (from left to right): *Not Important*, *Somewhat Important*, and *Very Important*.

9. & 10. What aspects do you like most/least about your TASP?

We asked participants what they liked most and least about their TASPs. Of the 877 participants, 438 answered these two open-ended questions. While there weren't many responses that appeared consistently, comments related to ease of use and the lack thereof were common, with 155 of them specifically using the term "ease of use" or "easy." There were 58 comments related to customer or tech support, with a mix of respondents noting satisfaction and dissatisfaction. Quality Assurance (QA) features and processes were mentioned 47 times, sometimes as part of what respondents liked about the TASP but more commonly as a source of frustration. A few other items had likes and dislikes expressed about them:

- Slow/freezes/locks up (19)
- Spell check (15)
- Shortcuts and macros (15)
- Word expander (12)

Appendix

Below is the actual survey.

1. My primary role is:
 - a. Transcriptionist
 - b. MTSO Administrator
 - c. Physician/Administrator
 - d. Other (please specify): _____

2. My organization is a:
 - a. Medical Transcription Service Organization (MTSO)
 - b. Transcription Application Service Provider (TASP)
 - c. Private Practice
 - d. Clinic
 - e. Hospital
 - f. Other (please specify): _____

3. In my organization the transcriptionists work:
 - a. Inside the U.S. as part of an MTSO.
 - b. Outside the U.S. as part of an MTSO.
 - c. Directly for a provider.
 - d. I don't know

4. How many transcriptionists are in your organization?
 - a. None
 - b. 1 – 5
 - c. 6 – 10
 - d. 11 – 30
 - e. 31 – 50
 - f. 51 – 100
 - g. 101 +

5. Which Transcription Application Service Provider (TASP) do you use?
 - a. DocShuttle
 - b. EMDAT
 - c. InfraWare
 - d. idigital
 - e. IntraScript
 - f. MedCore Technologies
 - g. MedEDocs
 - h. Medikin
 - i. MetroScript
 - j. My Docs Online
 - k. ScribeRite
 - l. Sten-Tel
 - m. WebChartMD
 - n. Other (please specify): _____
 - o. None

6. Which TASP(s) have you used in the past (not including what you are currently using)?
Please check all that apply.
 - a. DocShuttle
 - b. EMDAT
 - c. InfraWare

- d. idigital
- e. IntraScript
- f. MedCore Technologies
- g. MedEDocs
- h. Medikin
- i. MetroScript
- j. My Docs Online
- k. ScribeRite
- l. Sten-Tel
- m. WebChartMD
- n. Other (please specify): _____
- o. None

7. How satisfied are you with your TASP? [likert]

- a. Very Unsatisfied
- b. Somewhat Unsatisfied
- c. Neutral
- d. Somewhat Satisfied
- e. Very Satisfied
- f. N/A

8. Please rate the importance of each factor below when deciding on a TASP: [Each one rated one a 3-point scale: Not Important, Somewhat Important, Very Important]

- a. Customer support
- b. Ease-of-use
- c. Integration with the medical providers' system
- d. Integration with the transcriptionists' system
- e. Price
- f. Process and task management

9. What aspects do you like most about your TASP? [open-ended]

10. What aspects do you like least about your TASP? [open-ended]