

Re: Manor Care...to exit medical-transcription

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- *From:* RaeMorrill <RaeMorrill@xxxxxxx>
 - *Date:* Thu, 11 May 2006 13:57:16 GMT
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That just makes me want to throw up.

Abeille wrote:

Subj: MTIndia Newsletter – Bangalore Meet – A NASSCOM – AAMT initiative

Date: 5/11/2006 1:17:28 AM Pacific Standard Time
 From: amit@xxxxxxxxxxxxx
 To: MTIndia@xxxxxxxxxxxxxxxxxxxxx
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May 10, 2006

Bangalore Meet – A NASSCOM – AAMT initiative

Dear Friends,

There has arisen a few misconceptions about the above meet, I'll try to clear them:

1. NASSCOM India ITES-BPO Strategy Summit 2006, will hold a workshop on Medical Transcription Outsourcing – Opportunities and Challenges – in association with AAMT.

http://www.nasscom.org/eventdetails.asp?id=486&head_id=1101

This is scheduled and is going to take place. MTIndia.org is not taking

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registrations for this event. To register for the NASSCOM meet, please click on the link above. The early bird discount is until May 15th.

2. What is being proposed, is to have another meet at Bangalore specifically directed towards practitioner MTs and invite Peter Preziosi, Executive Director, AAMT to participate in that event. The main agenda would be directed at discussing the future of medical transcription as a career prospect. Please note that this is not an alternative event being planned to the NASSCOM meet, but one with a different perspective altogether. This is the one we are running a survey for. Organizing this meet will entirely depend on the response and enthusiasm from practitioner MTs in participating in such a career prospect meet with the Executive Director of AAMT. The response to the survey until now has been essentially from outstation MTs. Unfortunately, it will turn out to be a logistic nightmare to hold an event of this stature at Bangalore, if participants are essentially from outstation.

So friends, I am keeping the survey open until this weekend. The date June 8th, between 6–8 pm (could be postponed by an hour). Registration fees will be Rs. 200.

Please send an email to survey@xxxxxxxxxx, if you are interested in participating. Please enclose the following details about yourself:

Name:
Company Name:
City:
Suggestions: (Keep it brief, please)

And Bangalore MTs, you do need to wake up and participate in the survey. Without a good response, this event just doesn't happen.

Ciao!

Dr Amit Chatterjee, SM
Strategist / Founder ~ <mailto:amit@xxxxxxxxxx>
MT India ~ www.mtindia.org
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NEWS AND VIEWS :

1) Firm's focus is growth, Manor Care CEO tells shareholders, to exit medical-transcription

Meanwhile, the company issued a federal layoff notice this week that it will idle 102 workers in its Heartland Information Services medical-transcription unit. Seven employees are in Toledo. A company spokesman said the cuts will occur in early July.

The firm had announced it would be getting out of that five-year-old business and took a \$7 million accounting charge in the first quarter. "I worked my heart out for this company," said Mary Kirkpatrick, of Rockford, Mich., who got a layoff notice. "How many more jobs are [we] going to lose to India or China?"

However, Mr. Ormond said the firm's transcription business started in India, and the company tried to bring it to the United States but it wasn't

profitable.

<http://toledoblade.com/apps/pbcs.dll/article?AID=/20060510/BUSINESS03/605100344>

2) Spheris Hires Chief Financial Officer

Spheris, announced the hiring of Brian P. Callahan as its chief financial officer. "After an extensive search, we are extremely pleased to announce the hiring of Brian Callahan as Spheris' chief financial officer," said Steven E. Simpson, Spheris president and CEO. "I am confident Brian's experience and expertise in financial management, particularly as it relates to operational support and capital markets, will add tremendous value to our company."

Callahan brings with him more than 20 years of financial management experience. Prior to joining Spheris, he served as executive vice president and chief financial officer of Murray, Inc., headquartered in Brentwood, Tenn. He has also held CFO and executive–level finance positions with Miller Industries/RoadOne, Procter & Gamble and Georgia Pacific.

Spheris is headquartered in Franklin, Tenn., with major operations in St. Petersburg, Fla.; Sterling, Va.; Milpitas, Calif.; Bangalore, India; and Coimbatore, India.

<http://biz.yahoo.com/prnews/060503/clw098.html?.v=12>

3) Targeting Health Records: Arrendale Associates Utilizes Web To Improve Medical Transcription Service

The management team at Arrendale Associates Inc., a software firm located in suburban Charlotte, believes it has developed a means to enhance the medical transcription business over the Internet – and through international outsourcing.

"AAI has developed a proprietary word processor and tools for medical transcription along with custom work flow solutions that meet a particular need in the industry, allow for outsourcing while remaining HIPAA compliant," management told WRAL Local Tech Wire in a recent Q&A, "and

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delivering products and services over the Internet for ease of deployment, support and use by physicians, nurses, clinicians and medical transcriptionists."

<http://www.localtechwire.com/article.cfm?u=13917>

4) Leading Community Health Systems Hospitals Select Dictaphone PowerScribe from Nuance

At Easton Hospital, radiologists, radiation therapy doctors and cardiologists deliver a significantly more timely report by eliminating a number of steps in the process including transcription. PowerScribe converts physician dictation automatically into text and presents it onscreen for review, correction, and electronic signature. The solution, which leverages Nuance's award-winning Dragon(TM) NaturallySpeaking(R) technology, goes beyond transcription efficiencies and actually reduces radiologists' dictation time by offering the ability to create templates and report "Normals" for frequent and recurring studies.

Staff radiologist Dr. Stuart Jones has been using speech recognition technology off and on over the past 15 years, making him one of the true pioneers of this innovative technology. "Selecting PowerScribe was really a no-brainer — it's so far superior to other options." said Dr. Jones. "People worry about the accuracy of speech recognition technology, but interestingly enough the technology makes the same type of mistakes that regular transcriptionists make, only far fewer. The technology has become very intelligent."

<http://www.genengnews.com/news/bnitem.aspx?name=1335829>

5) Help wanted for Philippines outsourcing

Has outsourcing to the Philippines already hit a human-resource barrier?

There are growing indications that something may be amiss in the country's fastest-growing industry.

Never before has Philippine labor had such negotiating power. Call center recruits are now being offered signing bonuses before they start work.

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Employees are given bonuses for finding new recruits – more often than not poached from other call centers.

Still, call center managers complain about the lack of workers who are able to speak American English. For the Philippines, which suffers perennially from crushingly high unemployment rates, currently at 8% according to a recent official survey, unmet labor demand is a new and unfamiliar problem.

The future of the industry is clearly at stake. "ITES or cyberservices are certainly the future of the Philippines," said Henry Schumacher, executive director of the European Chamber of Commerce in the Philippines. "But that will not work unless you have English as a communicating base, and we have seen over the last maybe 10 years that the English speaking capability [of Filipinos] has declined. English was always one of the [Philippines'] competitive advantages."

Danilo Cruz, under secretary of the government's Department of Labor and Employment, added, "We used to be the third-largest English-speaking nation, but call centers and medical transcription firms have failed to hire 100,000 [workers] they expected to employ in 2005."

Carol Dominguez, president and chief executive officer of the John Clements Consultants, a human resources and executive search consulting company, described the emerging skilled labor shortage as a "national emergency".

It may come as a surprise that spoken English is actually in decline in the Philippines, given that the country is a former American colony known for its enthusiastic embrace of US fast food and pop culture. Manila-based experts said that many factors had contributed to the recent national decline in English language proficiency.

http://www.atimes.com/atimes/Southeast_Asia/HE10Ae02.html

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