Innovation serving patient and staff

Thanks to Dragon Medical Direct, the Clienia group had optimized its documentation processes

Facts

Client
Clienia AG Private Clinic Groupe
www.clienia.ch

Objective
Optimized and streamline document creation process, reduce turn-around-time, giving time back

Solution
Dragon Medical Direct speech recognition

Winscribe Ddictation management solution

Philips SpeechMike Premium 3700

The Cliena Group reduces the turn-around-time of its documentation processes thanks to the Dragon Medical Direct speech recognition solution. A customer perspective on the implementation of the solution from pilot installation to site wide deployment.

With 1'500 employees deployed on 13 sites, is the Cliena group, the largest private Swiss-German care provider in psychiatry and psychotherapy. Patients of all ages, that are going through a difficult life crisis that are facing or have gone through a psychological trauma, will find at the Cliena Group a large spectrum of psychological and psychotherapist care offerings, whether they are for outpatients, partly stationary, stationary and up to long term care plans. To enable and drive change within the group, especially around the area of digitalizing the documentation process, a speech recognition project was created and implemented. This is led by Clienia Group's CIO, Peter Steiner. The aim of the project is to reduce the turn-around-time of the documentation process and to give time back to the medical staff to invest this back into patient and customer interaction.

Step-by-step implementation
Before, therapists would dictate the document on an analog cassette and would give this further to the medical transcriptionists, which would then listen to them and type the result. In 2012, the Cliena Group decide, together with Voicepoint, to digitalize the dictation process and the Winscribe digital dictation solution was implemented. The process between the therapists and medical transcriptionist was instantly improved, dictations were immediately available and could be easily shared and typed.

voicepoint

Couple of years after the successful implementation of the Winscribe solution, the Cliena Group decided that it wanted to further optimize its documentation process with the introduction of speech recognition.

The core request for the solution was a very high recognition level is medical terms and general vocabulary, ease-of-use, little administration effort and as a result, cost saving throughout the process. During the evaluation process, several systems were tested and a pilot of the two remaining solutions was undertaken. For several weeks, the two systems were used in parallel. At the end of the testing period, the Clienia Group decided that the Dragon Medical Direct solution proposed by Voicepoint was the best fit for its needs. Stefan Pawlowsky, application manager for Clienia Group stated the following: "Providing the best recognition rate, easiest handling and usability for our thearpists, the support for Citrix as well as the server based infrastructure made us select the Dragon Medical Direct solution".

Server based speech recognition

For large professional organizations like the Clienia Group, Dragon Medical Direct offers some compelling advantages: the solution is server based and therefore can be used in a citrix environment easily «We did not need to install anything on the local machines, and the entire user and system management is centralized. The results in easier management and reduced workload for our support team" states Stefan Pawlowsky. The speech recognition solution is available for every application in use and for assistant doctor Michael Wallis, this has reduced his workload "The solution is fast and can be used everywhere. When I am dictating and I need to move across several applications, I can set an anchor with the text focus in a dedicated application while I am navigating." This allows the text to be placed exactly there where it should. Thanks to individually programmable auto texts/ text blocks, repetitive sentences can be activated via an auto text, reducing even more the time need to repeat specific phrases again and again. The hardware selected and implemented by the Clienia Group is the Philips SpeechMike Premium 3700. Thanks to excellent audio quality recording, the device contributes to ensure a high quality recognition rate.

Shorter turn-around-times

Dragon Medical Direct allows the therapist to create their documents themselves, this removes the waiting time and questions from the medical transcriptionists and therefore reduces the time needed to create documents. So that the user can really profit from all the possibilities and correct usage of speech recognition, a professional training is necessary. To ensure that this is delivered, group-training sessions are run and the important speech commands and steps in suing the solution are explained. In a short amount of time, the solution is fully used by the therapists. "In the beginning there is additional effort to correct the documents, but shortly after comes a clear increase in productivity" says Stefan Pawlowsky. Dragon Medical Direct offers a medical as well as a general dictionary with a high recognition rate, without the need to create and manage user specific dictionaries. For Dr. Andreas Erny the case is clear "Speech recognition is fast and fluid. When compared to typing the document, I am reaching a 30 to 50% more efficient document creation process than before". Specific word lists can be created and added capturing customer specific terms and needs. This specific dictionary can be managed directly by the therapist, allowing them to add, change and manage what this list contains. Stefan Pawlowsky resumes the project in these words "We have obtained from the therapists very positive feedback, they are extremely happy with the solution." Following the successful implementation of Dragon Medical Direct at the Clienia Littenheid site, the solution will now be deployed step-by-step to the remaining sites.

Philips SpeechMike
microphone

voicepoint