

## CASE STUDY

### Digital Dictation workflow solution delivers on its promises

The St. Claraspital in Basel massively shortens the turn-around time between doctors and typists thanks to workflow digital dictation.

St. Claraspital in Basel is a privately-run acute-care hospital which has been well-known for its outstanding treatment of patients and medical competence since its establishment in 1928.

It has two centres – the abdominal centre and the tumour centre – and specialist departments for chest medicine, urology and cardiology, which are independent but essential for the centres. It has also made a name for itself as a reference centre for obesity. As the only hospital on the right bank of the Rhine, St. Claraspital provides extended basic medical care with a 24-hour emergency service.

#### **Professional and efficient storage and documentation of sensitive data**

In a sensitive environment such as that of a hospital, where patient well-being is of utmost priority, information needs to be acquired and retrieved quickly for the time-critical treatment of patients.

At present, documentation primarily includes letters from doctors and internal documents for patient records. These are stored in the hospital information system and edited in Microsoft Word to then be posted or e-mailed.

The majority of documents to be files are x-rays and data from special applications.

## Facts

### Client

St. Claraspital AG, Basel  
[www.claraspital.ch](http://www.claraspital.ch)

### Objective

To simplify the reporting process and to shorten and speed up work processes

### Solution

Winscribe Dictation Software  
Voicepoint Importer Software  
Voicepoint Device Administrator  
Voicepoint SpeechConnector  
Philips Pocket Memo 8000  
Philips SpeechMike Premium

“Dictations are sent directly to the PC of the appropriate secretary, securely and without the risk of losing cassettes, which allows texts to be entered more quickly.”

**Dr. Beatrice Kern,**  
Leading physician in abdominal surgery

### Efficient communication and documentation

St. Claraspital has been using Winscribe dictation software, introduced by Voicepoint, together with Philips digital dictation equipment since 2013. It is used by around 150 members of staff. 50 corded dictation devices from the SpeechMike Premium series are used as input devices, plus a further 60 dictation devices from the latest mobile Pocket Memo 8000 series.

The ergonomically-shaped, light metal casing makes working a pleasure, even over long periods of time. One-thumb operation enables intuitive work. In conjunction with Voicepoint's Productivity Tools and a docking station for downloading files, the spoken word is turned into written documents within a very short space of time.

Before switching over to the digital dictation solution, analogue dictation devices were used. To change over to the more modern and efficient system, a certain amount of coordination was required from the IT department of St. Claraspital.

“The time that doctors have, as the main users of dictation solutions, is naturally very limited. Thus, the conversion process took some time, however we've now successfully completed the project”. Ulysses Probst, IT project manager of St. Claraspital, explains the process of switching from analogue to digital dictation.

With regards the technical side of achieving a smooth changeover, the IT department of St. Claraspital relied on the support of Voicepoint AG, Switzerland's market leader in digital dictation systems, speech recognition software and dictation management solutions. “The dictation management solution was optimised by additional software provided by Voicepoint and integrated into CGM Phoenix KIS”, explains Probst. “The dictation solution now meets all our individual requirements and has improved communication between our doctors and clerical staff enormously. The transmitted data can now also be checked for completeness much better than was possible with the old system.”

### Dictation work flow with no delays

The doctors dictate all inpatient and outpatient discharge reports as well as all OP reports, consultations, findings and occasionally also orders for the outpatient office. Secretarial services write dictations for inpatient cases. Dictations for outpatient cases are processed by the outpatient office of the relevant department.

“The dictation device was easy to use after a very short introductory period and can be operated with one hand”, explains Dr. Beatrice Kern, leading physician in abdominal surgery. “Dictations are sent directly to the PC of the appropriate secretary, securely and without the risk of losing cassettes, which allows texts to be entered more quickly. It is also a relief for us to know that everything is heard clearly.” Winscribe is used to assign audio files to editing groups according to the type of dictation and the department of the dictating doctor. People are allocated to these editing groups who write the dictations. This results in greater certainty regarding data quantity and more control over the completeness of data. It also ensures greater certainty in every respect that no important information is lost.

“The fact that we now dictate electronically and in a decentralised manner has its advantages, for example no longer needing to physically transfer files to the office”, adds PD Dr. Ralph Peterli, leading physician in abdominal surgery at St. Claraspital.



Philips SpeechMike  
Microphone for stationary dictation