

CASE STUDY

More efficiency thanks to a dictation management solution with integrated speech recognition

The Hôpital du Jura is optimising their medical documentation with a centralised dictation management and speech recognition solution of the latest generation from the Voicepoint Cloud.

With its four sites in Delsberg, Pruntrut, Saignelégier as well as the Residenz La Promenade in Delsberg, the Hôpital du Jura (H-JU) offers a complementary and differentiated range of medical services. Besides the usual range of treatment, there are also residences for senior citizens, with intensive care where necessary, with a total of 500 residential beds. The patients are cared for by about 1,600 members of staff, with high quality care and service features both as outpatients and in-patients.

Initial situation and project status

The H-JU has been using a centralised digital dictation solution since 2011, which did indeed fulfil the former requirements to the greatest possible extent, but which is no longer able to cope with future technological developments and expectations. At the beginning of 2017, it was decided that a project for evaluating and introducing a new, more efficient, and more powerful dictation and speech recognition solution was to be realised. A multi-site solution was looked for, which simplified the medical documentation process and took the time pressure off medical staff. In collaboration with Voicepoint, the project team tested the digital dictation management solution Winscribe which, besides the integrated speech recognition system Dragon Medical, offers possibilities for optimising the workflow in medical documentation.

Facts

Client

Hôpital du Jura, Delémont (H-JU)
www.h-ju.ch

Objective

Introduction of a powerful digital dictation solution with integrated speech recognition

Solution

Winscribe Dictation Software
Speech recognition software Dragon Medical Direct from the Voicepoint Cloud (DMD)
Voicepoint Importer Voicepoint Device Administrator
Philips DPM 8000 dictation devices
Philips SpeechMike Premium Series 3700

“Our physicians are totally convinced by the Dragon Medical Direct speech recognition solutions and save a lot of time.”

Gianni Imbriani

Head of IT department, Hôpital du Jura

Swift Return on Investment

Gianni Imbriani, head of the IT department, H-JU says: “As our existing digital dictation solution no longer fulfilled the expectations with regard to further development, we were looking for a highly productive dictation management and speech recognition solution that could be smoothly integrated into the existing system environment. The Wscribe solution suggested by Voicepoint fulfilled our high demands perfectly. About 170 staff members already work with Wscribe and Dragon Medical Direct and we create more than 100 dictations per day. The Return on Investment was swiftly reached.”

Changeover to the new dictation and speech recognition solution

A survey of the existing system and a successful proof of concept was followed by the introduction of Wscribe. The migration was completed in collaboration with the Voicepoint project team as early as the beginning of 2018 and implemented in the various hospitals of the Jura. Today, the specialists of the hospitals Delémont, Porrentruy and Saignelégier benefit from the workflow support of the digital dictation management solution Wscribe.

The Voicepoint Importer software module enables physicians to send the dictations to any workstation on the dictation management server. Thanks to the web-based device configuration Voicepoint Device Administrator, the IT management is supported by a holistic platform. The extremely reliable mobile Philips DPM 8000 dictation devices replaced the older models one by one, whereby a significantly improved audio quality was also achieved.

Due to the constantly increasing administration effort, the H-JU decided to optimise the medical community's work processes further and to take the burden off the secretaries' offices: In February 2019, after the successfully implemented pilot project, Dragon Medical Direct (DMD), speech recognition software based on artificial intelligence was introduced to the oncology and orthopaedic departments. Thanks to the integrated and extremely extensive terminology, an excellent level of

recognition accuracy is achieved from the very beginning. “We wanted a solution of the latest generation. And we got it with the Dragon Medical Direct software. Our physicians are totally convinced by the DMD speech recognition and they save a lot of time doing their medical documentation”, Gianni Imbriani explains.

Dr Benareau, head physician of the orthopaedic department, explains: “Ever since I have been using the Dragon Medical Direct speech recognition, I can create my documents more efficiently by dictating right in front of my patients. Medical reports and electronic correspondence can be created extremely swiftly, and I can spend much more time on my patients. I appreciate the flexibility that Dragon Medical Direct provides me with and the fact that I can dictate in the office or from home.”

Large and sustainable added value

The leading dictation management solution Wscribe with the server-based recognition Dragon Medical Direct provides the Hôpital du Jura with its various sites, increased quality, productivity, and data integrity on medical documentation. “In particular, I would also like to mention the high-quality service and competence of Voicepoint. Another convincing point is that the cloud of the Dragon Medical Direct solution is hosted in Switzerland, a fact that complies perfectly with our safety requirements. We appreciate the quality of the training of our users, who were very quick to master the functionalities of the software. At the same time, we are working on a cooperation with hospitals in German-speaking Switzerland. As Dragon Medical Direct functions in both French and German, the technology alleviates the exchange and partnerships with other organisations”, Gianni Imbriani explains.

Nathalie Wieland, in the secretary's office of Dr Styger, senior consultant, FMH specialist for orthopaedic surgery praises: “The workload in the secretary's office has been reduced considerably since Dragon Medical Direct has been in use. I am thrilled by this speech recognition. I no longer need to type in a text using a keyboard. Today, I have direct access to the text transcribed by the software and merely optimise the layout. I feel more vitalised in the evening and can invest significantly more time in other administrative tasks.”

The Hôpital du Jura is planning on extending Dragon Medical Direct speech recognition to other departments. In addition, an integration of Dragon Medical Direct in the digital dictation workflow is planned with the new version Wscribe 5.0.

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