

CASE STUDY

Dictation management solution saves time

Geneva University Hospital is seeing significant improvements to its processes thanks to a hospital-wide digital dictation and speech recognition solution

The Geneva University Hospital (HUG) was created in 1995, and is part of a tradition of excellence in medicine and science dating back hundreds of years. The group brings together eight Geneva public hospitals and 40 outpatient units throughout the canton of Geneva, and together they form the leading Swiss University Hospital.

HUG's geographical location predisposes us to openness and contributes to Geneva's international outlook. Our hospital group works closely with the World Health Organization (WHO), which awarded HUG with referral center status in six areas. HUG also works regularly with organizations such as the International Committee of the Red Cross, the Swiss Humanitarian Aid Unit, Swiss Rescue, Médecins sans Frontières, Terre des Hommes, Children Action and Sentinelles.

Initial situation and project objectives

In 2014, HUG launched a hospital-wide project to implement a central dictation management solution in all locations and departments. The key issue was to standardise various different local dictation systems, however it was also important to replace the analogue dictation technology that was still being widely used. A total of 2,500 users were to be equipped with the new solution. After successfully implementing the Winscribe dictation management solution at the Clinic for Children and Young People (DEA) back in 2013, hospital management sought a solution for the whole of HUG. "Our most important requirements

Facts

Customer

Geneva University Hospital
www.hug-ge.ch

Objective

To make workflows more efficient, optimise dictation management, save time when writing reports and to avoid losing dictations

Solution

Winscribe Dictation Software

Dragon Medical
Speech Recognition Software

Voicepoint Importer

Voicepoint Device Administrator

HL7 integration of Winscribe with the hospital information system

Philips SpeechMike Dictation Microphone with Barcode Scanner

Philips Digital Pocket Memo Dictation Recorder with Barcode Scanner

“Our most important requirements for the new system were optimised documentation processes, more efficient management, avoiding dictation losses, improving data security, data protection and statistical evaluation. Voicepoint achieved these objectives with its Winscribe and Dragon Medical solution and has fully met all our expectations.”

Shanon Turner

IT Co-Ordinator, Department for Children and Young People (DEA)

for the new system were optimised documentation processes, more efficient management, avoiding dictation losses, improving data security, data protection and statistical evaluation”, sums up Shanon Turner, IT Co-ordinator at the DEA department. The solution also needed to be integrated into the hospital information system in such a way that dictations can be clearly assigned to a case, both with stationary and mobile dictation recorders.

Solution and implementation

Since Winscribe met all of its performance criteria, HUG opted for hospital-wide implementation. The solution was complemented by Voicepoint Device Administrator for the centralised management of dictation recorders, which significantly reduced configuration efforts in such a large installation. Likewise, it is possible to trace, at any time, when and where recorders were last connected and to whom they are assigned. The customer opted for Philips Digital Pocket Memo and SpeechMike which both have barcode scanners allowing cases to be identified securely and quickly. One major advantage of Philips recorders lies in the fact that barcodes can also be read from the screen. Thanks to HL7 integration with the hospital information system, performed by Voicepoint, all dictations are provided with additional patient metadata based on the scanned case number (patient name and number, date of birth, sex, etc.). In some departments, since 2018, doctors also work with the Dragon Medical speech recognition solution, which leads to additional time savings given that dictations no longer need to be typed.

Outcomes and benefits

By using Winscribe and Dragon Medical, HUG was able to improve its workflows considerably and relieve doctors and medical offices from heavy workloads, achieving clear improvements in productivity when generating reports: “By optimising processes, we save a lot of time, particularly in the office. Identifying dictations by barcode also helps to quickly find associated patient data”, explains Shanon Turner. According to Lorenza Pastore, Head of the Medical Office, the benefits of the software are appreciated in many ways: “Every feature makes a major contribution to our daily work. These include a number of options relating to prioritisation, dictation workflows, work distribution and statistical evaluation.” Secretarial staff are now much better prepared, even in the unplanned absence of colleagues: “Absences can be absorbed much easier, since dictations can be reassigned directly by authorised people, without needing to involve IT”, explains Lorenza Pastore. In order to improve efficiency even further when generating reports, HUG is now concentrating on further expanding the Dragon Medical speech recognition software, which is already being used successfully in various departments.



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