CASE STUDY

Optimising processes with medical speech recognition

The Fribourg Mental Health Network (FNPG) is really speeding up its processes thanks to a centralised medical speech recognition solution.

The RFSM is a bilingual, multisite health network that's really in tune with the latest developments in treatments. It is made up of RFSM CSH Marsens, RFSM Fribourg Villars-sur-Glâne, CCA Fribourg, CPP Fribourg and CSSM in Bulle. With some 600 employees working at 13 sites in the canton of Fribourg, the RFSM also offers training, and not just for health professionals, but also for forty or so other professional fields. Every patient benefits from the best possible conditions for a made-to-measure health plan that upholds and respects their rights as well as their expectations. Making an individual's needs and resources, as well as those of their loved ones, the top priority is an integral component of RFSM's philosophy.

Digitising and optimising processes

In 2010, the RFSM decided to embrace digitisation by replacing its analogue dictaphones with the Winscribe digital dictation system offered by Voicepoint, using Philips mobile dictation devices. The solution was quickly integrated for 80 physicians and 15 secretaries, who were able to significantly improve their dictation processes.

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In 2019, on the initiative of Patricia Davet, Head of Patient Administration, the management team confirmed its commitment to offering its employees even more dynamic, efficient processes in order to optimise resources and save time when it came to preparing expert medical reports (30-40 pages). The Dragon Medical One (DMO) speech recognition system was the solution that they chose, and in June 2019, a DMO test phase (POC) was rolled out to a few employees, who were offered support and training on how to use the solution by Voicepoint experts. Licences in French and German were made available to meet the bilingual needs of the canton of Fribourg.

Introducing the solution

The DMO speech recognition system, based on the latest technological developments, totally lived up to users' expectations, and so, after a successful customised test phase, the solution was gradually adopted. To date, 50 licences in French and German are being used on a daily basis by

doctors with the Philips SpeechMike dictation microphone, which is specifically designed for speech recognition. "I'm really happy with DMO. Since I've been using speech recognition, I've saved a lot of time doing my psychiatric evaluations. I dictate directly using my Speechmike microphone into the Medfolio patient record, and all the data is recorded immediately in real time. The information is totally traceable and it's incredibly accurate. I also use DMO for my emails, it's a real joy!" explains Dr. Haettel, a psychiatrist at the Villars s/Glâne site.

What's unusual about the Philips SpeechMike microphone is its preconfigured buttons, making it even easier to use the voice commands ergonomically.

Results and benefits

Thanks to the Dragon Medical One (DMO) speech recognition solution, the RFSM has significantly improved its work processes. The system has been in use for 26 months and in that time, thousands of notes have been generated, dictated directly into the patient file or to manage emails, saving a great deal of time. "Our doctors and assistant doctors are thrilled to be using speech recognition, which has helped them reorganise the way they work and spend more time with their patients. By optimising our processes, we also save valuable time for secretaries, who can organise their day-to-day tasks more efficiently now," explains Patricia Davet, Head of Patient Administration. "The configuration of the speech recognition software is managed centrally on Voicepoint Cloud, which has helped us lighten the load for the IT department and so spend more time on other development tasks. Voicepoint's experts helped us throughout the process with customised training to make sure that the speech recognition solution could be incorporated smoothly and effectively," adds To Phan Tran, IT Manager.
DMO offers doctors complete flexibility, so they can dictate from any location. DMO's success means that RFSM is aiming to roll out more DMO licences in its different departments during the course of 2022. Voicepoint will support this move, committed to living up to RFSM's expectations and fulfilling its needs.

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