

CASE STUDY

Optimised processes thanks to dictation management

Triemli Hospital in Zurich is reducing its processing times, error rate and paper consumption in medical documentation.

Triemli Hospital is a public hospital in Zurich employing just under 2,400 people from a variety of countries in more than 30 different occupations. Its main task is to continuously provide basic and specialised medical treatment to sick and injured people from the city of Zurich and its surrounding area.

As a public hospital, Triemli offers a broad range of highest-quality medical services with modern diagnostics and therapies provided by eleven different clinics, five institutes and various integrated specialist departments.

Our top priority is the well-being of patients; not limited to physical health but in the sense of preserving the mind, dignity and health of patients. Particularly in times of stiff competition and rapid changes in medical requirements, it is highly important to be able to carry out this key task efficiently and professionally and to optimise patient and operational processes on an ongoing basis.

Initial situation

In 2014, Triemli Hospital decided to professionalise its dictation processes by introducing dictation management software for dictators and writers. It was necessary to make day-to-day administration work easier and to shorten the dictation process. Dictations needed to be sent from any workstation directly into the system, as well as via Citrix, and delivered to the correct office.

Facts

Client

Triemli Hospital, Zürich
www.stadt-zuerich.ch/triemli

Objective

To optimise dictation processes, simplify administration and reduce processing

Solution

Winscribe Dictation Software
Voicepoint Importer for Citrix
Voicepoint Device Administrator
Voicepoint User Loader
Voicepoint Configuration Manager
Olympus DS-7000 Dictation Recorder
Olympus DR-1200 Dictation Microphone

“By changing over we were able to reduce our error rate in data processing and reduce paper consumption.”

Patrik Kaiser,
Deputy Hospital Director and Head of IT

Another requirement was to manage software and hardware centrally, integrating it with the hospital information system. The solution also needed to include speech recognition, offering the highest level of accuracy for medical and general texts. In a nutshell, the main project objectives were to drastically reduce processing times, digitise patient information, and optimise document creation processes.

Evaluation and solution

After examining the available solutions in detail, Triemli Hospital settled on Winscribe, which is offered in Switzerland by Voicepoint. The Olympus DS-7000 and Olympus DR-1200 dictation recorders were chosen as input devices.

For the centralised and web-based management of around 500 dictation recorders, Triemli Hospital uses Voicepoint Device Administrator, saving a considerable amount of time in configuring devices. User administration is also automated using Voicepoint User Load, with the master data of users, including departmental membership, taken over directly from the Active Directory and entries and exits being managed. Integration with the hospital's information system also ensures that dictations can quickly and clearly be assigned to a case.

Implementation

The solution was implemented in cooperation with project management and support specialist aibIT GmbH as well as those responsible at Triemli Hospital. The software launch and required training concept for all staff were analysed in detail, planned and implemented as part of a rollout project schedule. The ultimate goal for all involved was quality assurance for all offices. During the first few days of the rollout, doctors and secretarial staff were accompanied to ensure that all features were used smoothly and rapidly. Thus the project team was able to pass on to users essential knowledge of Winscribe whilst also responding to any reservations or concerns regarding the new solution. If any questions or difficulties arise during the daily dictation process, offices could call a helpdesk set up especially for them at any time of the day for support.

Trust and security were generated by general information events for doctors, intense training in small groups on all functions, plus detailed flyers in the workplace containing simple information on the use of mobile and stationary dictation recorders and software.

Outcomes and benefits

This enabled Triemli Hospital to successfully introduce Voicepoint's complete solution in cooperation with aibIT GmbH: “We are consistently getting feedback from our doctors and secretarial staff who say the conversion of software and equipment has been smooth and all questions are answered quickly”, says Patrik Kaiser, Deputy Hospital Director and Head of IT. Thus, Triemli achieved its project objectives: “The benefits we have seen from changing over can be summarised as follows: a reduced error rate in electronic data processing and reduced paper consumption” says Patrik Kaiser.



Olympus DS-9500 Dictation Recorder