

CASE STUDY

A centralized digital dictation solution for unmatched productivity

The EOC in Tessin optimizes its documentation processes thanks to a tailored made solution

The EOC in Tessin decided to deploy new processes in handling digital dictation that are scalable and productivity orientated. Let's take an overview since 2014.

Born with the will to provide excellence in medical care, Ente Ospedaliere Cantonale Ticino (EOC) distinguishes itself by the high quality of care delivered, a multifaceted approach and specialized services, providing modern infrastructures and a high-tech medical technology platform. The EOC regrouped 5 sites in Tessin: regional hospital of Lugano, the hospital of Bellinzona e Valli, the La Carità hospital in Locarno, the Beata Vergina in Mendrisio as well as the Oncology Institute for the Swiss-Italian regions. Equally, the Neuro Center for Swiss-Italian regions and the rehabilitation clinic is part of the EOC.

Initial Project

In 2014, EOC decided to review and reorganize its management of dictation, moving from an analog solution, which no longer responded to the needs, to a digital solution. The aim was to increase productivity, enhance the security and quality of the management of the dictated document creation processes with an adapted workflow. After a testing phase with a solution tailored made to their needs, EOC integrated the solution to their hospital information system together with the professional services team from Voicepoint. Their choice of solution? Winscribe. A digital dictation platform already installed by Voicepoint in numerous Swiss hospitals.

Facts

Client

Ente Ospedaliere Cantonale Ticino (EOC), www.eoc.ch

Objective

Optimized and streamline document creation process, reduce turn-around-time, secure and scalable

Solution

Winscribe dictation management solution

Dragon Medical speech recognition

Voicepoint Importer

Voicepoint Device Administrator

Integrated into the hospital information system

Mobile digital dictation devices from Philips DPM 8500 including bar code scanner with integrated bar code data exchange

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Luca Bianda,
IT EOC

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Solution and Integration

The Winscribe solution, deployed by Voicepoint, perfectly responded to the needs and criteria list provided by EOC. Integration into the Hospital Information System GECCO-ADT, their PACS and the use of speech recognition into targeted information systems, while leveraging their current hardware and smartphones allowed EOC to deploy the product to all their sites. To enhance the productivity, the Voicepoint tools to allow for centralized hardware management as well as active directory user ma-

agement was implemented. Thanks to these tools, digital dictation devices can be centrally configured, firmware's updated, user profiles uploaded directly by the administrators. This considerably enhances productivity when a central support point can handle over 2'500 workstations remotely. EOC selected the Philips DPM 8500 with integrated bar code reader, allowing the doctors to capture the patient demographics directly at the point of capture. This increases the security of correctly attributing the dictation to the correct case and patient. This process is directly integrated into the hospital information system, attributing this dictation to the patient file after having been scanned. Data like the name, last name, sex, DOB and case number is directly linked to the dictation. Certain services, like the emergency department, now use Dragon Medical speech recognition to accelerate the document creation process.

Results and Usage

With Winscribe, EOC now can leverage a fully centralized solution, which is secure and has increased the overall productivity of their sites throughout their regions. The document and workload process has been increased and the overall administrative workload for the medical transcriptionists has been reduced, giving them back more time to handle patient facing tasks. For Lara Zlatoper, head of the medical transcription team for the Pediatrics department for the Bellinzona Hospital "Winscribe has made it easy to handle our daily work. The different transcription profiles (team, department or site manager), the dictation workflow and the ability to distribute the dictations dynamically has help us to be better organized and more productive. For example, if a staff member calls in sick, we can easily access the worklist of that staff member and redistribute the workload and send it to the concerned doctors without having to call the IT support team."

