

CASE STUDY

An efficient solution to manage the dictation workflow securely

A major time saving project for Hôpital de La Tour by implementing Voicepoint speech productivity solutions

The La Tour Medical Group has managed to optimize the management of its dictation workflow with a centralized solution that is secure and scalable.

As one of Geneva's leading private medical groups, La Tour Medical Group is composed of the following three sites: Hôpital de La Tour, Clinique de Carouge and Centre Médical de Meyrin. Hôpital de La Tour is the only private establishment in Romandie that provides a full 24/7 emergency service, as well as intensive care, dialysis and neonatology departments that can take care of babies that were prematurely born as of 34 weeks and above.

Pioneer in the implementation and the use of many innovative medical procedures covering more than 60 different specialties, the La Tour Medical Group handles 7,000 hospitalized patients a year, over 300,000 inpatient cases of which 40,000 are medical emergencies and 5,800 require surgery. It equally trains 40 doctors in 11 different specialties a year.

With a staff of 950 and 350 medical registered doctors, the hospital is able to provide an integrated care flow by handling the patient pathway in a personalized and coordinated way during his entire journey on site, by offering a large palette of competency hubs:

- Orthopedics and sport medicine
- Cancer treatment
- Obesity and metabolism management
- Internal medicine
- Cardiology
- Mother and child care

Facts

Client

La Tour Medical Group - Hôpital de la Tour, www.la-tour.ch

Objective

Centralized dictation management, increase of documentation productivity, faster document creation and integration of speech recognition

Solution

Winscribe dictation management solution

Dragon Medical speech recognition

Voicepoint Importer

Voicepoint Device Administrator

Olympus DS-7000 and DS-5000 digital dictation devices

Winscribe smartphone app deployed on iPhones and iPods

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Jean Cerdà,
Project Manager Medical IT Implementations

Starting point and project objectives

Using a decentralized solution with limited user configuration options, the aim of Hôpital de La Tour was to significantly increase the speed of its dictations by implementing a centralized server based solution. For these reasons, the Winscribe solution was selected and installed in November 2013. Ease of use, with a single platform for all users and departments, it provided a unified dictation management platform as well as the user and department accounts management from a single administrative interface. “We are very happy with the solution proposed and implemented by Voicepoint” says Jean Cerdà, Project Manager for Medical IT implementations, “we have gained considerable time in our dictation management, which represents about 130 dictations a day, and also because we no longer need to individually set-up the users dictation workstations. It’s a dynamic solution with constant evolutions and it is very easy to research or restore dictations when needed”.

Solution and implementation

Hôpital de La Tour, with over 100 users, chose not only Winscribe but equally the integrated Dragon Medical speech recognition solution, installed as a backend service on their servers as well. Users dictate using a digital dictation device and the dictated document is immediately sent to the speech recognition server via Winscribe. This allows the medical transcriptionist to have not only access to the text but equally to the audio file, allowing her to work in a synchronized manner. This accelerates the entire process.

The initial project was for 60 Winscribe licenses and 30 speech recognition users. To increase its productivity, Hôpital de La Tour opted for the Voicepoint Device Administrator which provides the ability to manage all of the dictation hardware (digital dictation devices, foot pedals etc.) from a central management interface. This allows the administrator to set site wide options and configurations on all devices, track and tally the equipment and update firmwares. In conjunction with the Voicepoint Importer, users can send their dictations with greater ease and speed due to the unified management approach. This simplified

workflow approach provides the doctor with a lot of flexibility as he can dictate anywhere and at any time and download his dictations no matter where he is.

Results and daily use

The Winscribe solution has perfectly responded to the needs and expectations of the Hôpital de La Tour. Processes are simplified, faster and have reduced the workload of the medical transcriptionists. Mr. Jean Cerdà adds “The solution has brought a real gain in time and efficiency, increasing productivity, and has helped to manage the switch between department transcriptionists and our pool of hospital wide transcriptionists when managing workload distribution. On top of that, when it comes to support, we have gained in ease-of-use and quicker response times thanks to the fact that Winscribe is a unified platform”. In November 2017, Hôpital de La Tour decided to update its infrastructure in terms of mobility. Doctors could now choose between using their Olympus digital dictation devices DS-7000 and DS-5000 as well as the Winscribe mobility app on their smartphones and iPods. “We chose the smartphone and iPod solution” says Jean Cerdà “because our doctors can transmit their dictations quicker over the hospital wifi networks, anywhere within our infrastructure, removing the need to go to a workstation equipped with a docking station. The cost of ownership is equally reduced compared to a traditional dictation device”. Today, Hôpital de La Tour has deployed 45 Winscribe licenses, 30 Winscribe Mobile app licenses and 50 Dragon medical speech recognition licenses. These were installed, deployed and trained by Voicepoint technical team. As the solution constantly offers new modules and possibilities, Hôpital de La Tour is planning a migration to the latest v4.2.5 version of Winscribe and introduce the Active Directory and SQL Reporting modules, further streamlining the digital dictation workflow.