

Case studies



November 2009

WinScribe benefits at the Beatson

A leading cancer centre has unlocked huge amounts of time from the dictation process, and increased accuracy, thanks to solutions from Voice Technologies

The Beatson West of Scotland Cancer Centre, part of NHS Greater Glasgow and Clyde, is the UK's most advanced cancer care facility with state-of-the-art equipment for clinical care.

In 2008, Voice Technologies introduced dictation solutions that would vastly improve the efficiency of the centre.

The centre has seen massive benefits – such as reducing turnaround times by 50 per cent

Until then, secretarial staff at the centre were using outdated analogue technology for audio typing.

Voice Technologies provided a far superior alternative. The supplier installed WinScribe software and Philips dictation devices, as well as providing

training and ongoing support.

As a result, the centre has seen massive benefits – such as reducing turnaround times by 50 per cent, and dramatically cutting backlogs from 7.5 weeks to 2 weeks using the same secretarial resource.

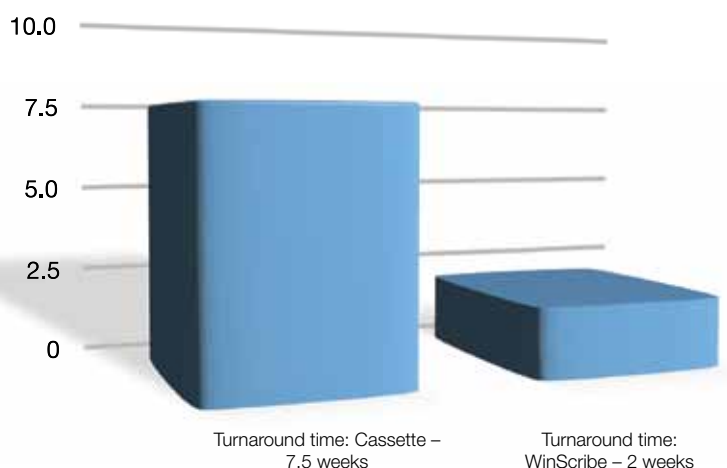
A “find” facility saves each secretary five hours every month on search tasks and priority items are completed in the same working day.

Supervisors also save time – four hours per week measuring and monitoring workloads. Time is also removed from the process of getting the dictation to the secretary – it is all done instantly because it is an electronic process.

Crucially, for the integrity of records and communications regarding patient treatment, better quality sound through digital recording reduces transcription errors.



Above: The Beatson West of Scotland Centre



Reduction in turnaround time from analogue cassette method to WinScribe system (November 2009)

Right: Turning dictation into letters is now a much more efficient process thanks to WinVoicePro



WinVoicePro efficiency at London's Homerton Hospital

Software created specifically for the NHS is unlocking time from one London-based hospital trust

Since early 2009, Homerton University NHS Foundation Trust in London has been seeing the benefits of not only WinScribe, but also WinVoicePro.

WinVoicePro has been specifically developed by Voice Technologies for the health service.

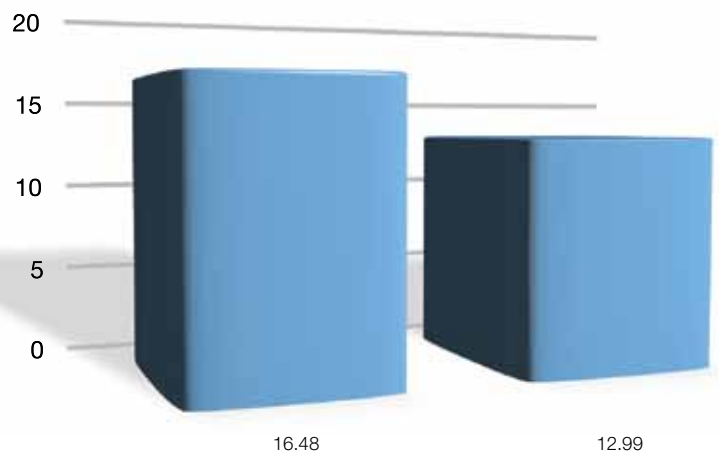
It integrates WinScribe with

*Thanks to WinVoicePro, each document is now produced five minutes faster than before – a **21.9 per cent** saving in turnaround time*

Electronic Patient Records or Patient Administration Systems to allow letters to be automatically populated with patient information through the dictation process.

This accelerates the process of creating correspondence, helping NHS organisations meet the forthcoming 18-week referral to treatment targets.

The software has been integrated with the Homerton's Cerner Millennium Patient Administration System to deliver a 21.9 per cent savings in document turnaround time for the departments of Gastroenterology and Rheumatology. In other words,



Typing time index for Gastroenterology and Rheumatology departments at Homerton University NHS Foundation Trust (November 2009)

thanks to WinVoicePro, each document is now produced five minutes faster than before.

Time has been saved by providing standard templates, relieving secretaries from searching through systems for

patient information and by distributing electronically documents for sign off. There is no need to rely on internal mail. Homerton is able to route files to clinicians and managers instantly.