

Winscribe Dictation Case Study: Healthcare Industry

The Best Just Got Better

New Peterborough City Hospital benefits both practitioners and patients with shortest workflow turnaround time yet.

The Customer

Peterborough City Hospital is well known to be the biggest building project in the City of Peterborough since the cathedral was completed some 800 years ago, and it is arguably one of the most modern hospitals in the UK, offering patients top rate facilities.



Not shy of challenging traditional methods of running a hospital, this state-of-the-art facility shows how much consideration has been given to the patient experience, because its Trust believes that is what patients deserve. "What we've tried to do is design the whole hospital around the patient journey" says Angela Broekhuizen, the hospital's project manager.

The Challenge

Part of the forward-thinking of the hospital included the need to improve the efficiency for physicians and consultants in terms of managing their workflow and documentation. Winscribe, who, for decades, has been making significant

contributions to the healthcare sector with their innovative workflow solutions, was chosen due to its superior offering at tender.

Helen Tiplady, Senior IT Project Manager at Peterborough Hospital NHS Trust undertook the huge project before the hospital was finished and explained what problems she had been faced with: "We had over 350 doctors and consultants and 159 secretaries at Peterborough NHS working from different locations and whose work we needed to coordinate. We needed the best workflow management system we could find to help us meet the increasingly demanding patient pathway and discharge targets set by the Government as well as providing the Trust with greater cost-efficiency".

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BENEFITS

- Streamlined Dictation Process
- Improved document turnaround time
- Better work prioritization capabilities
- Greater visibility of work through Winscribe's performance and data reporting tools
- Intuitive software design means less time needed for training
- Improved author mobility and reduced hardware costs due to integration with Winscribe for BlackBerry

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The Solution

After a successful pilot of Winscribe 4.0 in the Histology department during July 2009, Peterborough NHS Trust decided to purchase Winscribe for a full roll out. Powerful, yet extremely easy to use as well as being able to fully integrate with the BlackBerry solution was the appeal over other dictation systems previously considered by the Trust, and Winscribe did not disappoint. "The benefits were immediate and we saw how effortlessly the system allowed us to keep up the demand for documents and patient notes to be sent out efficiently and accurately. What is more, because the system is so intuitive, all Winscribe needed to do was to train up our staff in the Histology department, and they in turn, trained up the rest of the hospital as we rolled it out" says Helen.

"Using Winscribe has really changed the way we work in this department" says Ashley Walker, Head Secretary of Histology. "The easy to use screen, that looks much like Microsoft Outlook, shows when each job has been

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dictated and how much work there is to do. If one secretary has finished the work allocated to her, then she can take on some of the workload from the list". One of the Histology Secretaries, Caroline Peacock, agrees, "It is so much easier than using tapes! With tapes you had to listen to the whole thing before you could prioritise your work properly. With Winscribe, each job has a length and a priority so you can plan your workload according to what has to be done and by when."

Since the implementation of Winscribe in Histology, Helen has had enquiries from other departments looking to be the next in line for the implementation of Winscribe in order to make their workload easier to manage and quicker to implement. Surgeons have been interested in using Winscribe in each of the hospital's 18 operating theatres where they want to be able to dictate their notes onto their computer after each operation direct from the theatre. The dictations are sent instantly to the transcriptionist once they are complete, saving an enormous amount of time and making the whole process more efficient in every way.

"Implementing Winscribe has dramatically aided in streamlining our dictation process by enabling a user friendly prioritisation of tasks for secretaries and Physicians/Consultants, while the support for the BlackBerry® application has been overwhelming" Helen Tiplady says. "I'll never be a doctor or consultant, but it's nice to have done my bit to make their important jobs easier".



Technology Tip

Winscribe Mobile solutions for BlackBerry®, iPhone and Windows Mobile users are applications that give healthcare professionals complete dictation functionality on the move and provide an all-in-one solution that does not



require additional hardware. The enhanced version 4.0 for BlackBerry® allows doctors to dictate reports anytime, anywhere, enabling faster transmission of digital files to secretaries for transcription. The new and unique workflow functionality means workflow management is virtually seamless for organisations with multiple authors and makes it suitable for hospitals to cut turn-around-times substantially. This offers unparalleled job management and author control which other dictation systems simply cannot match.

The Winscribe solution complies with the HL7 health industry standard that ensures disparate computer systems can communicate with each other. This enables the Winscribe system to integrate with HIS, RIS and EPR systems and allows users to dictate or transcribe either inside or outside of the hospital using the LAN/WAN, internet or telephone.

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