

turn voice into



action

**GRUNDIG**  
Business Systems



Digital Speech Processing  
**Reference Story**

## Grundig Business Systems and Care Talk improve efficiency at the Hillerød Hospital



### Introduction

Hillerød Hospital serves the community of Hillerød in Denmark. In common with many hospitals across Europe, it is keen to boost administrative and operational efficiency while also enhancing patient care.

### Background

The hospital could see that a move to digital dictation would bring with it many advantages. By linking together 5 discrete medical departments through a digital dictation solution, it would radically transform workflow efficiency and connectivity, increasing productivity and lowering cost. The key challenge was to find a digital dictation supplier with a proven track record in the specialist healthcare market; and who was capable of delivering the new infrastructure quickly.

## Project

Hillerød Hospital turned to Grundig Business Systems and the dedicated Grundig healthcare product, CareTalk. Digta SonicMics were supplied to authors, while secretaries were given the Digta SoundBox to optimise audio quality. The total deployment stretched to some 500 users.

The project was completed from start to finish in just six weeks. After an initial week of planning meetings, the server installation took place in week two, with acceptance testing and a number of pilot user installations also completed. The following week, 500 user accounts were set up, all the hardware and software was configured and training commenced. Week five saw the further testing and training, this time of support personnel, prior to the 'big bang' roll-out at the beginning of week six. Within hours, hundreds of dictations were speeding across the network.

## Critical success factors

So why did this solution work so well? The following have been highlighted as critical success factors for the project.

- The speed of deployment. Grundig Business Systems was able to deliver within the very tight six week timeframe thanks to its 'fit and forget' technology and outstanding technical resources.
- The fact that Grundig Business Systems has invested in developing a specific solution for the healthcare market and have extensive experience of the complexities of medical environments
- The workflow effortlessly linked up all departments and introduced new levels of efficiency, saving not just time and money but facilitating better patient management
- No barriers to take-up by staff - easy transition to digital through familiarity of recording devices e.g. slide switch feature has been carried over from analogue
- More efficient processing thanks to superb audio quality and full annotation, editing and authoring facilities, ensuring transcriber has clear understanding of voice file content and any accompanying instructions.



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## Conclusion

According to Hillerød, they had rarely had this kind of success with such a large and complex roll-out. Almost immediately they started to feel the benefits of an integrated, flexible dictation environment, benefits which have helped lift the quality of hospital administration and, ultimately, of patient care. This has made for an early return on investment and the perfect foundation for future expansion and improvement.



# CareTalk™

## The customer:

Hillerød Hospital services 350.000 citizens and residents of Denmark in North Zealand. The hospital is a 24-hour acute care hospital that offers emergency, medical, surgical, and intensive care services. Hillerød Hospital is one of the largest specialised regional hospitals in the Capital Region of Denmark.

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CareTalk™ is a new digital dictation system, which builds even further on Grundig's long, solid experience of dictation within health care. Grundig CareTalk™ suits most infrastructures and can make effective use of the secretarial resources in the whole organisation.  
[www.caretalk.se](http://www.caretalk.se)

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