



User Report

Digta 

Dictation in best of health at Täby

Swedish healthcare clinic boosts dictation performance with specialist solutions from Grundig Business Systems.

Husläkarmottagningen i Täby Centrum in Täby is a private healthcare clinic, offering a full range of medical services to the local community. Its team of general practitioners, psychologists and district nurses works closely with the University Hospital of Karolinska, supported by a small administrative staff of secretaries and assistants.

>> Background

The clinic is a mature user of digital dictation, having adopted an Olympus solution back in 2008. Since then it has enjoyed the time and efficiency gains typical of the technology but over the past year there has been growing concern that the solution was not keeping pace with the increasing demands of the day-to-day operation. With staff generating some 1500 dictations every month, it was felt that action was needed to address three main issues:

- The lack of visibility on voice files 'in the system', making it difficult to allocate suitable resources, plan workloads and prioritise transcription
- The lack of integration with the Patient Management System (PMS), causing unnecessary inefficiencies and greater risk of data errors
- Insufficient functionality and flexibility in the existing desktop microphones

>> Project

Having reviewed the market options available, the clinic chose to move to a Grundig Business Systems platform. This saw the installation of CareTalk™ software onto PCs, together with the roll-out of the class-leading Digta CordEx wireless desktop microphone to medical staff, and the Digta Soundbox 830 transcription station to the secretaries. CareTalk was fully integrated with the clinic's electronic PMS, Profdoc Journal III, enabling doctors to seamlessly link voice files to patient records for the first time.



Once a patient record is brought up on screen, an author simply presses the microphone's red button to start, blue button to finish and the resultant dictation is automatically stored along with the rest of the patient's details. The software has also given administrative staff complete visibility of the amount of work in the pipeline, with duration and priority data enabling more efficient management of workloads, better utilization of internal and external resources and more consistent and timely delivery of finished work. The project, including testing and training, took just two weeks, with staff comfortably exceeding previous levels of transcribed output in the first week of live operation.

>> Critical success factors

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

- Grundig Business Systems has invested in developing a specific solution for the healthcare market and has extensive experience of the demands of medical environments.
- Clear and comprehensive overviews on files 'in the pipeline' allow for much easier scheduling and prioritisation of work, ensuring balanced workloads and more 'on time' output.
- User-definable workflows allow for more precise yet flexible control over file destination, be that to specified typists, central typing pool or external resources.
- Statistical information has enabled better planning for peak periods, facilitating outsourcing to an external transcription service when required.
- Integration with the Patient Management System has hugely simplified the dictation process, instantly linking the voice file to the patient record and eliminating any confusion or data errors.
- The wireless Digta CordEx microphone offers the features and freedom of movement more suited to a mobile medical team with varied duties and multiple dictation requirements.
- Positive adoption by staff - intuitive software and easy to use devices ensured rapid project completion, early operational gains and enthusiastic users.



>> Conclusion

Husläkarmottagningen i Täby Centrum wanted to build on the benefits of digital dictation by moving to a more sophisticated solution geared to the exacting requirements of the health care profession. In CareTalk, the clinic has a software system that now gives them greater clarity on the volume of work staff have to process; greater control over who does what and when; and greater patient and data security through PMS integration. The project has helped a team of busy professionals achieve even higher levels of efficiency, quality and performance.



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