SPEECH RECOGNITION REPORTING

REQUEST FOR PROPOSAL

Hospital: ________________________________
Address: ________________________________
________________________________________
City ________________________________
State ________________ Zip ________________
Proposal Due: _____ / ______/ ______
Time: ________________________________

Submitted package should be addressed to:
________________________________________
________________________________________
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The objective of this Request for Proposal (RFP) is to assist in selecting a Speech Recognition Reporting vendor for the Diagnostic Imaging Department. The general requirements for this system include capabilities to acquire, translate, store, and analyze dictated radiology text as well as to integrate this information with other existing data sources within the facility including the RIS. The system is expected to contribute to the efficiency and effectiveness of services provided by the Diagnostic Imaging Department.

The Speech Recognition Reporting application should offer simple upgrade capabilities to accommodate future departmental expansion. It should also cover the normal range of management information tasks. The application should be complete, including the hardware and software necessary to provide uninterrupted service to the users. All hardware and software requirements should be individually specified. If your application has the ability to be used remotely, please document all appropriate costs and equipment. Your company must identify each piece of equipment and interfaces necessary for your system to be fully integrated and operational.

**Hospital Background Information**

1.1 Description of current environment.

- Annual exam volume.
- Number of radiologists.
- Current HIS, RIS, PACS, dictation systems.

1.2 RFP Timeline.
Vendor Information

1.1 Name and address of your company.

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___________________________________________________________________________________________
___________________________________________________________________________________________

1.2 Please indicate the name, title, address, phone, and email address of the company’s primary representative/contact.

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1.3 Is your company privately or publicly owned?

___________________________________________________________________________________________

1.4 How long has your company been in the business of developing and marketing your products?

___________________________________________________________________________________________

1.5 How many people does your company employee?

__________________________

1.6 What percent of revenue did your company expend for R&D on your proposed products during the last three fiscal years?

___________________________________________________________________________________________

1.7 Does your company support formal user groups?

☐ YES  ☐ NO

1.8 Please describe your company’s training and support offering.

___________________________________________________________________________________________
___________________________________________________________________________________________
___________________________________________________________________________________________
Radiology Offering/Strategy

2.1 Please describe your product roadmap and indicate if your company offers other solutions that integrate with this solution for end-to-end documentation and communication? Are those other solutions owned by your company or only available from a third party?

2.2 Does your company offer decision support tools for the appropriate ordering of high-tech diagnostic imaging exams?

2.3 Does your company offer Joint Commission-compliant CTRM that integrates with your speech recognition platform for communicating and auditing critical patient findings?

2.4 Does your company offer data mining and outcomes analysis tools that integrate with your speech recognition platform for performing trending and operational analysis?

2.5 Please describe how your solutions integrate with our facilities existing IT infrastructure.

2.6 Please describe your companies experience integrating with third party solutions.

2.7 Please describe your market experience and expertise.
System Requirements

3.1 Do you offer a turnkey, as well as a software-only solution?

3.2 Does your system provide automatic upgrade for all client workstations?

3.3 Does your company own the speech engine technology that powers your application?

3.4 Does your company have development control over the language models?

3.5 Does your system support multiple sites and multiple RIS interfaces, consolidating orders from those RIS, and sending the final results back to the originating RIS?

3.6 Provide a description of your system’s overall technical architecture. Include an architectural diagram that depicts your proposed solution.

3.7 Provide information on the database and file structures used by the proposed system(s).

3.8 Does your solution offer web technology that can be used to support remote clinic and outreach users? If yes, please explain in detail.
Administrator/Security

4.1 Please describe the security options available with your application - strong passwords, password expirations, auto-logoff, etc.

4.2 Does your system offer LDAP authentication?

4.3 Does your system support VPN access for remote users?

4.4 Provide a detailed description of the control and security features found in the system. Include the level at which users access to data is restricted, how security is administered in the system, and how system access is monitored (i.e. audit trail logs, change of passwords, etc). What reports do you provide for audit trails? Does your system provide limited administrator rights with restricted access to site-defined functionality?

4.5 Describe the process for adding a new user to the system.

4.6 Does your system offer the capability to create custom fields to capture additional information before, during and after dictation?

4.7 Describe the reporting features provided by your system including your systems’ capability to run and access the reports via the web.
Application Feature Requirements

5.1 Is your system compatible with an input device that provides physicians with same functionality in digital dictation system (i.e. microphone controlled rewind, listen, re-dictate, and fast-forward)?

5.2 Is your system compatible with an input device with integrated barcode scanner and mouse control?

5.3 Does your system provide hands-free dictation with voice navigation?

5.4 Does your system employ continuous speech recognition technology?

5.5 Does your system use discipline-specific vocabularies or “language models” to increase speech recognition accuracy?

5.6 Does your system allow the physician to train the system on individual word pronunciations with full control over their personal vocabularies (add/remove words)?

5.7 Does your system have an auto-correct capability whereby changes can be hardcoded into the application for each user?

5.8 Does your system alert the report dictator of incomplete templates or prevent the signing of blank reports?

5.9 Does your system offer remote access to speech profiles and web-based signing capabilities?

5.10 Does your system allow users to update/associate multiple reports with a single command?

5.11 Can addenda be dictated in the system without changing the data associated with the initial report?
5.12 Does the application support automatic access to a radiology knowledge base directly from the workstation?

5.13 Does the application allow authors to send critical test result notifications to physicians, selecting the appropriate security level, directly from the workstation?

5.14 Does your application allow authors to flag studies for quality and teaching case purposes?

5.15 Does your system use natural language processing (NLP) algorithms to derive meaning and structure from unstructured radiology dictations? Is this data accessible?

5.16 Does your system have the capability to scan paper materials and attach the documents and order or patient? Please explain.

5.17 Does your speech platform offer integrated order entry with auto-generation of accession numbers?

5.18 Does your system support the creation of multi-media reports?

5.19 Does your system support the automated insertion of prior report copies, no change statements and no change reports?

5.20 Does your system generate appropriate macros based on exam type coming across from the RIS?
Application Feature Requirements (cont.)

5.21 Does your system have the ability to ‘pre-populate’ reports with data from the RIS?

5.22 What capabilities does your system have to capture discrete information in custom fields? Please explain.

5.23 Does your system support data mining? Please explain capabilities.