

Speech recognition in hospitals

How to make it work



Nuance Dragon Medical is ready to be used just a few hours after installation – even for large-scale installations. However, speech recognition involves changing healthcare record workflows, and employees will need to adapt to a new way of working.

To make your speech recognition project a genuine success story, Nuance provides expertise within our Professional Services and Customer Success Organisation. We offer a tried and tested method that contributes to a successful and sustainable implementation in larger organisations.

Define clear objectives

Speech recognition is not an objective in itself, but it is a valuable tool in the digitalisation process, which is why we start by defining the priorities that are important to you, such as reducing the time it takes to update patient records, increasing the quality of data entries, making workflow improvements, streamlining the use of the healthcare records system, etc. Once this is done, we set common objectives (known as key performance indicators or KPIs) and outline a plan to achieve these goals.

Analyse the current situation

No two hospitals are alike; there may be organisational, cultural, technical and staffing differences. By understanding your particular way of working, we tailor the method specifically to your project objectives. For instance, the most important thing is understanding how your healthcare staff works with healthcare records today, how your current technology is used; We then use this analysis during the project to address any workflow adjustments and avoid unnecessary friction in the project, resulting in faster user adoption.

Digital speech technology is changing processes

The introduction of speech recognition is instrumental to change hospital documentation's processes. This is why the planning phase includes careful consideration of the possible impact of the speech recognition solution on other processes and organisational structures within the hospital.

Finalise the project plan

Dragon Medical is easy to install – but there's still a great deal to think about. The insights gained from the first stages of the project plan are incorporated. The project plan covers technical components (servers, clients, microphones, virtualisation, etc.), and non-technical aspects such as processes, training, maintenance and updating concepts, as well as common objectives (KPIs). A test installation and analysis of the initial experiences working with Dragon Medical are easy and scalable; you can start with a test installation and collect initial experiences. These experiences will contribute to your evaluation and, if necessary, optimisation of the previous concept and objectives. Following any necessary revisions, the software can then be rolled out quickly and easily.

Rollout

The entire organisation will now gradually change its way of working and start using Dragon Medical technology. Due to the greater number of users, Change Management will gain increasing focus in the digitalisation project.

Active change adaptation

Active adoption to the changed way of working will reinforce the positive user experiences, while potential negative experiences can be addressed at an early stage. Key users, for example, can contribute to a positive atmosphere and win over more sceptical users, should there be any. Clear and transparent communication creates trust in users, while user training contributes to rapid adaptation to the change.

Introduce speech recognition, in the right way

Hold user training sessions

Dragon Medical is ready to use straight away. There's no need to download training texts because using the software is intuitive. We do, however, recommend that users are given training in speech recognition and the digital documentation process. We will work with you to develop a suitable training concept. Depending on your requirements, we can combine training for large groups with training sessions lasting 20–60 minutes for smaller groups. Training significantly improves the success of and satisfaction with the digitalisation implementation.

Address expectations

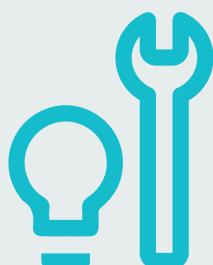
Once healthcare staff are accustomed to using speech recognition, we often receive requests for more extensive, wider ranging use. For example, many people would like a mobile solution, so they can use speech recognition at home, either on a tablet or smartphone. It's important to find out what everyone wants and explain the various technical and legal options, obstacles and development plans.

Measure and communicate success

Successful speech recognition will soon be noticed, and it's worth communicating about this internally. There should also be a constant comparison between the improvements achieved and the original objective. KPIs applied to user behaviour, user experience, reporting times or documentation costs help to optimise systems and processes, as well as to plan for future investments.

Optimise the investment

Nuance Customer Success Service allows you to achieve your project objectives more quickly and more sustainably. We help you to evaluate user and performance data, recommend individual actions and define customer-specific changes for your organisations and users. In doing so, we can play a key role in turning your investment in speech recognition into a win for the hospital, the healthcare staff and the patients.



1 Project design

- a) Define clear objectives
- b) Analyse the current situation
- c) Digital speech technology is changing processes
- d) Finalise the project plan

2 Project rollout

- a) Test installation and analysis of initial experiences
- b) Rollout
- c) Active change adaptation
- d) Hold user training sessions

3 Expansion & continued adaptation

- a) Address user expectations
- b) Measure and communicate success
- c) Optimise the investment

Digital transformation starts by collecting information.

We're happy to advise. Contact our Customer Success Manager Karola.Winkel@nuance.com or visit nuance.com/nb-no/healthcare/