

Operational efficiency amplified: Dragon Medical One helps enhance quality time for patients and physicians at Medisch Centrum Leeuwarden



87%

of surveyed clinicians agreed that Dragon Medical One allows them to spend less time on documentation

75%

of surveyed clinicians agreed that Dragon Medical One has enabled them to spend more time with their patients

45

minutes saved in a single morning

CHALLENGE:

- Growing administrative and documentation burden
- Prolonged waiting times and appointment backlogs
- Strain due to heavy workloads impacting physician satisfaction

SOLUTION: Dragon Medical One, AI powered solution is introduced to enable doctors dictating directly in the EHR. The flawless integration with Epic streamlined the clinical documentation workflow. By minimizing the need for typing, the total time for administration was reduced substantially.

RESULTS: Dragon Medical One has been a remarkable success, fueling the enthusiasm of doctors for the final implementation and ongoing optimization of the technology and workflow. The accuracy of Dragon Medical One has not only saved considerable time, but also reduced waiting times. This has resulted in more efficient appointments, eliminating delays and improving the quality of time spent with patients during consultations.

[Medisch Centrum Leeuwarden](#) (MCL) is a top clinical hospital in Leeuwarden and Harlingen, providing acute, highly complex, and primary care in the Netherlands. The hospital is focused on research, education, innovation, and offers exceptional care for each individual patient.

Tackling the administrative burden

Much like in hospitals everywhere nowadays, physicians are facing a substantial administrative workload, not only consuming their precious time, but also challenging patients' satisfaction.

The right solution

MCL invested time and research to find the optimal speech recognition solution. The technical demands were very specific due to the need for accuracy in medical terminology, privacy and security of data.

"We chose Dragon Medical One because it fulfilled our needs with excellence, both technically and in terms of the benefits we were after. It's an AI-powered solution and Nuance is now part of Microsoft. That's promising with a long-term potential."

— Harm Wesseling, CIO

MCL initiated a pilot program with Dragon Medical One in the radiology and nuclear medicine departments, recognizing the high demand for speech recognition with these specialties.

“When we announced to the doctors that it was only a pilot, they refused to hand in their mics because they were so happy with Dragon Medical One, they didn’t want to work without. They are very eager to learn about a solution that could actually work for them, instead of them working for the solution. Dragon Medical One streamlines the clinical work processes, thanks to voice commands facilitating the clinical noting directly into the EHR.”

— Dr Dan Zhang, CMIO

100%

of surveyed physicians
are satisfied with the
documentation process using
Dragon Medical One

The world of voicing: Dragon Medical One

Joke Anna Loonstra, leading the Dragon Medical One project implementation at MCL, measures the benefits of the solution by conducting a baseline survey and a post survey, highlighting operational efficiency and physicians’ satisfaction. 100% of surveyed physicians are satisfied with the documentation process using Dragon Medical One.

87% and 75% of surveyed physicians respectively agreed that Dragon Medical One can help:

- spend less time on documentation and reducing the turnaround time of documentation, from dictation to final signature
- enable them to spend more time with their patients.

“Every single physician was enthusiastic about using Dragon Medical One. Physicians that could blind type very quickly were doubtful at first, but surprised how much easier and faster Dragon Medical One made their documentation accurate. On top of that, the survey done showed an increase in operational efficiency. I didn’t have to do any promotion since every physician that experienced the benefits of Dragon Medical One went out to spread the word among colleagues.”

— Joke Anna Loonstra, Digital care Advisor

Time saving and better-quality life at work

Dr Wouter Schuiling, a neurologist at MCL, sees up to 25 patients every day and has to perform various documentation tasks, such as clinical noting, writing letters and updating the EHR.

He was one of the first users of Dragon Medical One and thought that he could type faster than he could speak. After using Dragon Medical One, Dr Schuiling realized that using the solution was much more efficient and convenient than typing. He found that Dragon Medical One accurately transcribes his speech, even with complex medical sentences.

Dragon Medical One allows Dr Schuiling to save time, reduce the in-Basket, discuss more with secretaries, and finish within working hours.

“For every patient I saw, I saved at least 2 minutes using Dragon Medical One. That adds up to a substantial 30 minutes for a 7-hour workday.”

— Dr Wouter Schuiling,
Neurologist

“I was very surprised! For every patient I saw, I saved at least 2 minutes using Dragon Medical One. That adds up to a substantial 30 minutes for a 7-hour workday. And the accuracy of medical documentation is just excellent.”

— Dr Wouter Schuiling, Neurologist

Being a slow typist, Dr Herbert van der Berge, ENT physician at MCL, emphasizes that the time winnings directly translate to better patient care and satisfaction, and better physician wellbeing.

“Dragon Medical One reduces my workload and saves me up to 45 minutes in a single morning.”

— Dr Herbert van der Berge,
ENT physician

“Every morning I have 20 consultations. Each of them comes with a lot of administration that sometimes takes up more time than the actual consultation. Dragon Medical One reduces my workload and saves me up to 45 minutes in a single morning.”

— Dr Herbert van der Berge, ENT physician

Dr Van der Berge can focus entirely on his patient during consultations, observing and listening more closely than ever. This is a significant enhancement from having to look at the screen and type all the time. He’s dictating the medical notes with the patient beside him, making corrections immediately, ensuring that the patient feels heard and appreciates the “live” interaction.

“Before, I used to struggle with being on time with many patients waiting and often complaining. Nowadays, delays are almost nonexistent.”

— Dr Herbert van der Berge, ENT physician

Better physician experience

The implementation was a success, as it not only reduced the administrative burden on healthcare professionals, but also increased their happiness and satisfaction. Physicians reported that they felt more empowered and supported, and that they had more time to focus on the patients and their needs.

“We strive for more client focus and better care. Dragon Medical One will continue to improve both at our hospital. Ultimately, the AI possibilities of Dragon Medical One can enable faster and better decision making.”

— Harm Wesseling, CIO

LEARN MORE

To learn more about how you can reduce clinician workload and boost care quality with Dragon Medical One, visit netherlands.nuance.com/healthcare



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