

PHILIPS

Dictation

eBook



Patient identity vigilance and document production

Digital dictation and speech recognition solutions in tune





Digital transformation in the medical industry as well as the current global pandemic are drastically accelerating automation and digitalization in the healthcare system. New technologies are being pushed to improve efficiency of administrative processes, more agile work for healthcare staff and a convergence of hospital information systems across departments and interdependent organizations. The development of cohesive digital health records, which integrate patient data as well as public health data, is now more important than ever to meet the challenges of decompartmentalizing the healthcare system and securely exchanging medical information between professionals.

Faced with the pandemic and the growing complexity of care paths, healthcare institutions are having to deal with cumbersome administrative procedures and a large volume of data which is being uploaded, processed, and shared. They must continuously produce extensive documents — consultation reports, cover letters, medical examination requests, etc. — within increasingly tight deadlines. The document management methods used today do not effectively respond to the new requirements of innovation and quality, but also to the challenges of patient identification vigilance, required to support the hospital of tomorrow.

Identity vigilance, a major challenge for patient security

The identification of a patient is the basis for the quality and safety of their care. It is the first step in the patient's safe keeping. The multiplicity of stakeholders and software used, the lack of harmonization and compatibility of internal procedures and, until recently, the absence of adequate compliance with regulations, have contributed to the diversity of methods for collecting patient identification data and the lack of information on the risks involved. A lack of governance in identification vigilance can have

serious consequences for the institution: incorrect patient diagnosis, therapeutic dysfunction, exchange of incorrect information between professionals — imaging, local doctors, regional health agencies, etc. — recording of data in the wrong patient file (collision), billing errors, etc. A reliable identification procedure for individuals not only facilitates the sharing of data, but also secures their care pathway.

In order to minimize risks, a new standard for data collection and processing (DIN EN 17269) was launched as part of the “International



Patient Summary (IPS)". These established standards are intended to integrate data and increase transparency and patient safety. The Patient Summary is a summary of basic medical information about each patient. It contains demographic data such as name, first name, date of birth, gender and place of birth. It should also include a summary of key findings and all-important medical information such as allergies, surgical procedures, implants as well as current medication. This builds on many European projects, such as EpSOS (Smart Open Services for European Patients) or the European

eHealth Network (eHN) regulations, to ensure cross-border data exchange in European healthcare.

Compliance with these defined standards will help healthcare professionals to establish and implement policies and workflows in accordance with the recommended rules on identity monitoring. The goal is to increase the quality of data exchanged between healthcare professionals and organizations, minimize the risk of error, and promote cross-collaboration of information systems — nationally, across Europe, and globally.

Key figures

40 minutes, is the time it takes to produce a doctor-secretary liaison letter¹

44% of hospital discharge letters are sent more than 8 days later¹

15% increase in productivity for practitioners when using speech recognition²

88% of healthcare professionals are equipped with a smartphone or tablet¹

Speech recognition is **5 ×** faster than manual input²

Document production is **6 ×** faster with digital dictation and speech recognition solutions³

¹ Nuance Les Echos 2016 study ² Nuances Communications ³ Dicma

Improving quality and compliance

More institutions are optimizing their documentation flows by utilizing digital dictation technology coupled with speech recognition. These innovative transcription methods provide numerous advantages in terms of patient safety, care quality, agile working, productivity and efficiency of internal processes.

Qualitative benefits

- More comprehensive reports than written letters resulting in better patient information and care.
- Increased organizational efficiency for the institution.
- Work flexibility and time saving for the staff.
- Decrease in documentation errors and increased data accuracy to ensure patient safety.
- Improved data security for legal compliance.

Quantitative benefits

- Reduction in document production time allows for more work to be done, increasing productivity.
- Eliminating the need to hire temp staff or external services for admin work.
- Reputation gains – modern and efficient document production processes save time for healthcare professionals to focus on improving patient care.

- Technological resources dedicated to document production can be pooled within the framework of hospitals, clinics and GP groups.

Complete solution for digital dictation and medical speech recognition

Philips SpeechExec Enterprise 7.0 is a mobile dictation and transcription solution with integrated medical speech recognition. Flexible and supporting a wide range of work scenarios, this innovative document production platform combines dictation and transcription workflow of Philips Dictation, the world leader in professional dictation, with AI-powered speech recognition from Nuance Communications, the pioneer in natural voice processing. The solution offers healthcare institutions a comprehensive choice of usage scenarios according to the needs, skills and work habits of their professionals.

Philips SpeechExec Enterprise 7.0 automates document production regardless of the location of their practitioners and admin staff — whether stationed in the hospital, visiting different units, or working from home. SpeechExec Enterprise 7.0 is integrated with Nuance Dragon Medical speech recognition software and comes with a handy smartphone app

to record and process dictation work from anywhere. Recordings can be immediately forwarded to secretaries for correction or transcription. The software keeps the original audio files, even if speech recognition is used. The specialized medical professional vocabulary built into the speech recognition technology reduces transcription costs and time and provides optimal recognition accuracy.

Meeting the challenges of patient identification vigilance

Philips SpeechExec Enterprise 7.0 seamlessly integrates with health information systems (HIS), business applications, practice management systems and electronic medical records (EMR), ensuring patient identification vigilance from the moment the document is created. The solution offers a centralized platform where data is traceable and encrypted from end-to-end via SSL technology, both in transit and at rest, guaranteeing confidentiality and compliance. For even more security, Philips SpeechExec Enterprise 7.0 also automatically scans the patient's numerical identification number to enable automatic and compliant assignment of the dictation after it has been processed by the various input resources.

Effective staff collaboration to improve identity vigilance

SpeechExec Enterprise 7.0 gives users a centralised view of all dictation and transcription work via desktop or mobile, whilst keeping all data encrypted in a secure platform. It maps processes such as drafting, editing, reviewing, approving, and routing clinical correspondence and documentation. The system allows the team structure of the hospital department to be mirrored on the workflow. With the solution's direct assignment functionality, work can be automatically routed to a team or to specific individuals within a team.

The system intelligently monitors and reallocates work based on availability of staff, maximizing resource capacity. As a result, internal communication and patient interaction are faster and more accurate, ensuring all staff are setup for effective team working and best-in-class virtual collaboration. SpeechExec Enterprise 7.0 offers central administration, allowing remote management of users' settings, firmware, updates, backup and restore operations, keeping interruptions at a minimum. The technology is Windows, Citrix, and VMware friendly, fitting in with any HIS and EMR system.

