

How speech recognition is supporting Frimley's large-scale digital transformation plans

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Disclosures: No personal or financial interests
FHFT is a Nuance TRAC reference customer.

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Working together

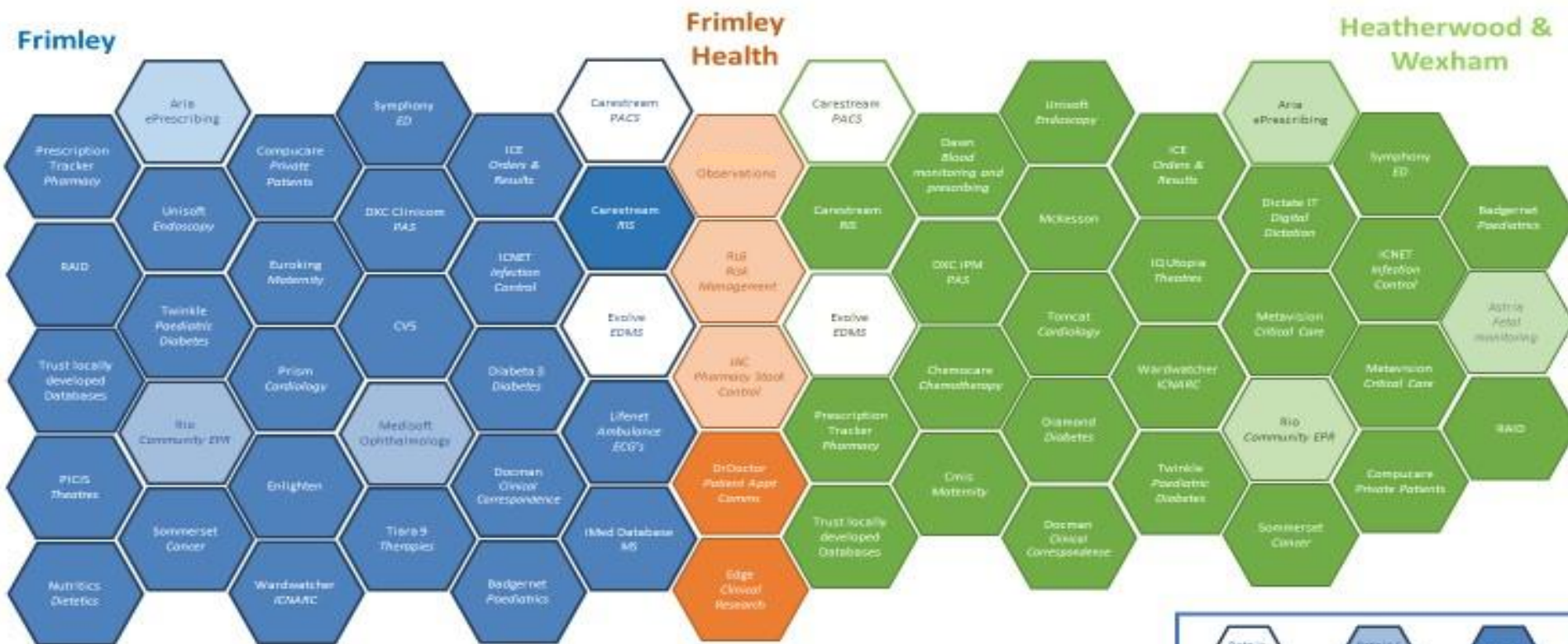
Facing the future





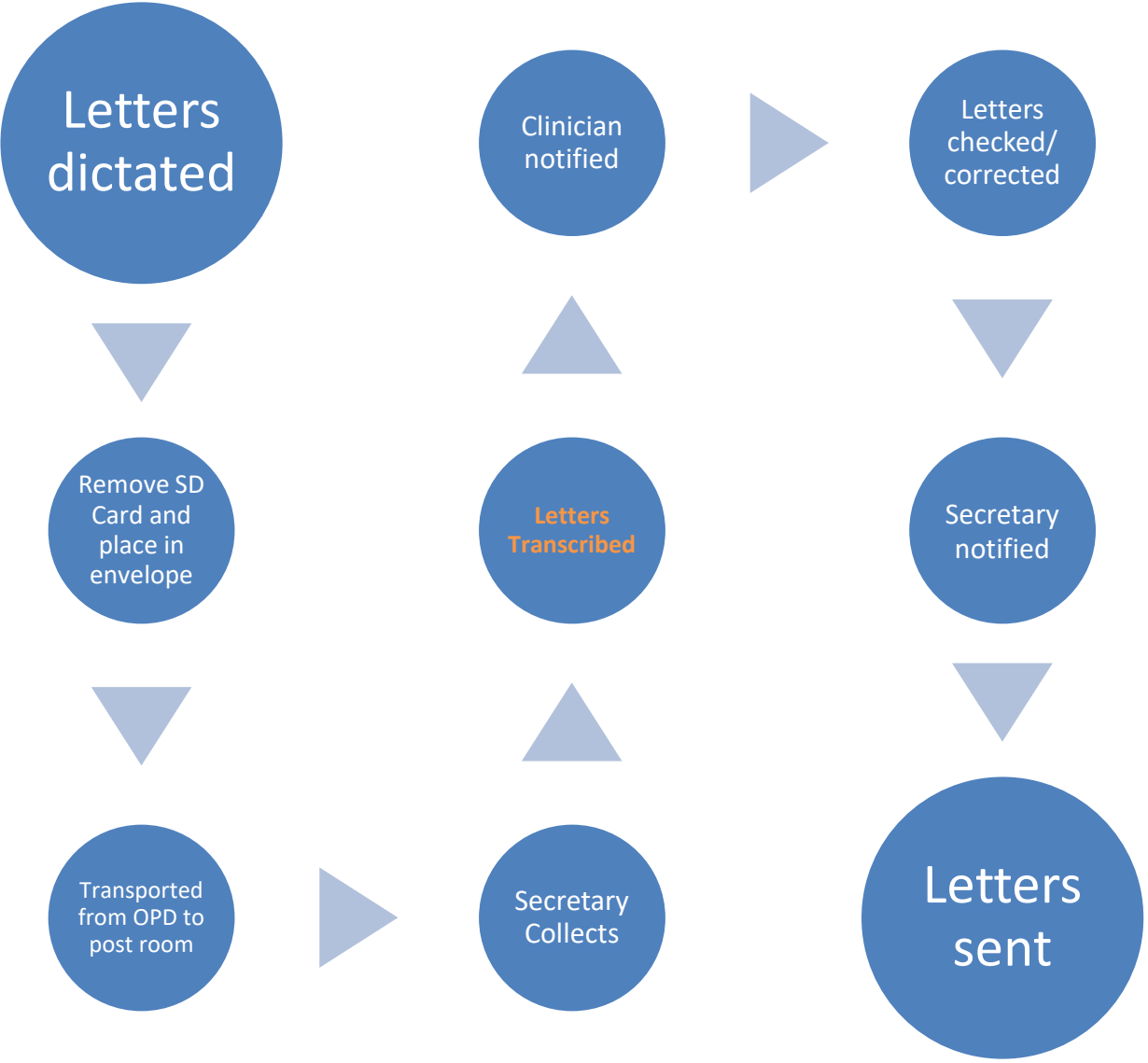
Starting point







**Process
inefficiency**







with the patient at the heart

Epic



The Challenge

- Change is massive
- Imbedded behaviour
- Disruptive
- Maintain Service
- Deliver business case including admin savings



Speech Enablement

Nuance Dragon Medical

- Cloud-based clinical speech recognition
- Integration with Epic
- Voice-to-text and voice driven workflows
- Optimised workflows, improved efficiency

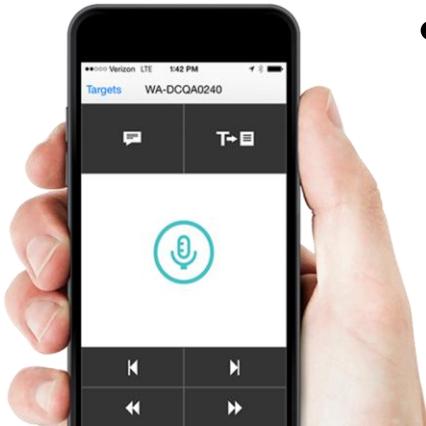




Strategy

Capability preloaded

- Dragon Medical Workflow Manager
- Dragon Medical One
- Voice recognition implemented pre-EPR
 - 3 phase process:



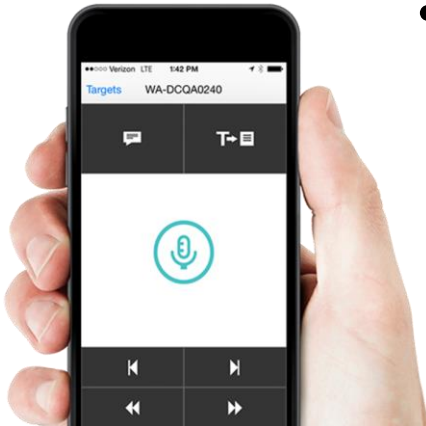


Plan

Step 1.

Replace incumbent outsourced transcription service.

- Dragon Medical Workflow Manager
- End-to-end document creation solution
- Maintained continuity, minimal disruption
- Efficiency/turnaround outperforms previous solution



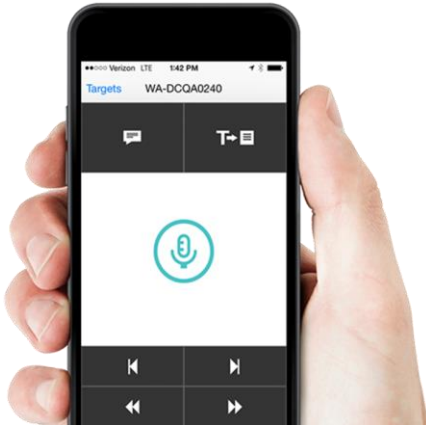


Plan

Step 2.

Speech recognition to decompress in-house transcription burden.

- Dragon Medical One with existing document system
- Letter turnaround – significant improvement

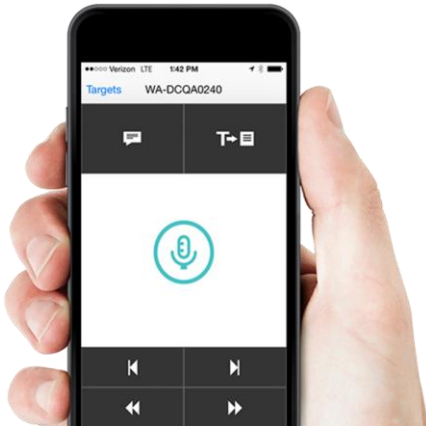




Plan

Step 3. Epic enabled with Dragon Medical One

- All document creation via speech recognition
- Reducing EPR impact – clinicians already using Dragon





Summary

- Phased approach
- Speech recognition implemented before EPR
- Benefits realised early (costs and efficiency)
- EPR impact reduced

**Frimley
EPR**



*Time
to get Ready*