

# Organisational Workflow Benefits from Integrated Digital Dictation and Voice Recognition

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# LHCH, Myself and Pre-Project Status

- Liverpool Heart and Chest Hospital is a tertiary care unit providing Cardiothoracic services for Liverpool, wider Merseyside, West Lancs, Wirral, Cheshire, North Wales and the Isle of Man (2.8 million population)
- 200 beds, of which 50 are high dependency
- Digital dictation introduced ~2006
- Comprehensive switch to paperless in 2013 with EPR launch (Allscripts, now Altera)
- HIMSS level 7 achieved 2024
- Myself
  - Consultant Cardiac Electrophysiologist
  - Former CCIO (2009-2016, clinically led EPR delivery, and one of leads for original dictation project)
  - Ongoing interest in Healthcare IT and “IT Nerd” more generally
- Open tender process for improved integrated digital dictation and voice recognition solution 2022



# Project Delivery

- EPRO went live in June 2023
- During first 6 months ~45,000 letters generated across the Trust
- In that time frame 90 issues regarding training, configuration and integration identified
- Only 16 of these were in the second 3 month period
- Live speech recognition used to facilitate letter creation
  - processing time for each letter from 37 minutes down to 9 minutes
- Subjective survey of admin staff experience went from 3/10 to 8/10



# Project Benefits

- Organisational perspective
  - 16,416 Hours Saved**
  - £204,379** (non-cash releasing, 12 Month Projection to June 2024: **£350,000** )
  - 74% reduction in the backlog** of letters waiting to be typed, as a result of a faster transcription solution, improving admin efficiencies for staff.
  - Backlog reduces from 2715 to 715 (48% above target)

### Efficiencies

Project	Benefit Description	Benefit Value	Realisation Timeline
Digital Dictation - EPRO	<p><b>73% reduction</b> in transcription time, as a result of enhanced features, reducing administrative burdens for PAs / secretaries:</p> <ul style="list-style-type: none"> <li>✓ 36,480 Letters Transcribed [From June – December 2023]</li> <li>✓ 16,416 Hours Saved</li> <li>✓ £204,379 non-cash releasing</li> <li>- 12 Month Projection [June 2024]: £350,000</li> </ul>	<ul style="list-style-type: none"> <li>✓ Resource sustainability</li> <li>✓ Safety &amp; Quality</li> </ul>	June 23-24

### Quality Metrics

Project	Benefit Description	Benefit Value	Realisation Timeline
Digital Dictation - EPRO	<p><b>74% reduction</b> in the backlog of letters waiting to be typed, as a result of a faster transcription solution, improving admin efficiencies for staff.</p> <ul style="list-style-type: none"> <li>✓ Backlog reduces from 2715 to 715</li> <li>✓ +48% above target</li> </ul>	<ul style="list-style-type: none"> <li>✓ Quality &amp; Sustainability</li> </ul>	June 23-24

### Qualitative

Project	Benefit Description	Benefit Value	Realisation Timeline
EPRO	<p><b>40% increase</b> in staff satisfaction, as a result of enhances transcription software, reducing admin inefficiencies for secretaries and PAs</p> <ul style="list-style-type: none"> <li>✓ 8/10 user satisfaction score</li> </ul>	<ul style="list-style-type: none"> <li>✓ Staff experience</li> <li>✓ Resource sustainability</li> </ul>	Realised

# Clinician Perspective

- Integration with existing systems
  - Clinic lists from PAS facilitate workflow
  - Feature rich environment
    - Less relevant to us due to comprehensive core EPR
    - EPRO working with us to deliver context based usage in EPR
    - Dynamic letter recipient picking
- “It’s a journey not a destination”
  - Direct dictation using Voice Recognition into EPR
  - Multiple other workflow improvements being worked on (assignment, filing in EDMS, etc.)
  - 2 way conversation with EPRO on product improvements for end users



# Conclusion

- Challenge to us all in the NHS is to improve quality and efficiency using IT based solutions
- A core part of that is to work with suppliers as partners rather than as customers
- Dictation is a core facet of NHS work - Digital workflows, including in transcribing (VR), should be a core feature of NHS organisations roadmap



I will be available on the Epro stand (D02) for the next hour or so. Please do come over and have a chat...