

# Winscribe NHS Case Study:

The implementation of Clinical Workflow and Speech Recognition solution at Leeds Teaching Hospitals NHS Trust save £1.2 Million Annually

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# Implementation of Clinical Workflow and Speech Recognition Solution

## Challenge

- To improve clinical safety and efficiency for Leeds Teaching Hospitals sites and for the Leeds Cancer Network
- Organise the training of 2000+ users
- Consolidate the multiple processes for clinical documentation production
- Support LTHT to comply and meet CQUIN and other ongoing targets

## Solution

- Winscribe solution to improve clinical process (combining digital dictation and speech recognition) and reduce associated clinical risks
- Epro solution to optimise document production process
- Implementation and integration of Digital Dictation, Clinical Correspondence and Speech Recognition components to deliver annual savings
- Deploy so that integration with existing and future hospital systems can be achieved efficiently

## Results

- Year on year calculated savings of £1.2m post installation (2012)
- Faster turnaround of transcribed documents and reduction of typing backlogs
- Improved inter-departmental communication through the ability to view all patient correspondence
- Reduction in the administrative resource required to transcribe clinical correspondence

# The improved process utilising Winscribe's Clinical Workflow and Speech Recognition solution



# The impact on the LTHT team

*“**The speech recognition functionality** has really sped up the entire transcription process, particularly in our department where it is common for our clinicians to dictate very long letters. Once the clinicians have ended the training stage, there is minimal effort involved in editing the letters and then copying the text into the appropriate template before returning the draft letter to the clinician for authorisation.”*

*“**I had not realised how much time I spent tracking sets of notes** in and out of our office and how much of my day was spent on the phone to others to aid searching for notes.”*

*“It is not uncommon for letters I have dictated at the beginning of a three hour outpatient clinic to be **available for me to authorise in the system before I have even seen the last patient in the same clinic.**”*

*“**The systems deployed by Winscribe** allow me to print off a batch of letters together rather than having to deal with each one separately.”*

# Our Delivery Team



**Simon Shanks**

*Senior Project Manager*

As project lead, Simon built collaboration with Technology and HR counterparts at the client to ensure delivery met expectations and the solution was installed Trust-wide.



**Greg Allen**

*CEO*

In his previous role of CTO, Greg coordinated the development teams to deliver a solution that fit all LHT requirements. He worked closely with the Deputy Director of Informatics to lay the foundation for future enhancement for better patient safety.



**Erica Klose**

*Strategic Implementations Manager*

Erica worked closely with the key stakeholders and clinical department leads, ensuring all users adopting the solution received training and understood the new workflow influenced by the roll-out.



**Chris Rodwell**

*UK Healthcare Manager*

Chris led the bid and tender team, creating supportive pricing to enable the project to go ahead, with room for additional future components to improve patient care and turnaround times for the Trust.



**Colin Howman**

*Business Development Director*

Colin worked with the pre-sales team to produce the tender response, making sure that all requirements for the solution were met and the Trust got the best values for their investment.



**Ian Gibbons**

*Technical Services Manager*

Ian organised the solution aftercare, to ensure that, post installation, the solution is continuing to meet the needs of the Trust and to ensure cost savings achieved.

**Want to speak to a member of the team?**

For more information please contact **Abbey Kupoluyi**

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