

December 4, 2015

Momentum building in provincial transcription services project

Last week, more than 60 transcription stakeholders from across the province gathered in Saskatoon for a series of project kick-off meetings. Three events were held between November 24 and 26; the first event focused on medical imaging transcription work, the second focused on medical lab transcription work, and the third focused on acute care transcription work. Representatives, including clinicians, from each service line were in attendance.

“As this project becomes real, excitement is building,” said Kendell Arndt, project sponsor. “I believe it will be successful due to the strong commitment of individuals from across the system.”



That sentiment was echoed by many who were in attendance. With respect to the coming transformation work within the medical lab stream, Satinder Singh—a transcriptionist in Regina Qu’Appelle with 12 years of experience—said, ““These changes are a long time coming and it’s definitely the kind of change we need. With the introduction of front-end voice recognition for those who dictate, the role of the transcriptionist will continue to evolve. Quality assurance checks will help ensure the integrity of information within dictated reports.”

Engaging with provincial reps in acute care transcription services (November 26 in Saskatoon).

Krista Bostock, regional director of health information management in the Sun Country health region, attended the acute care event. “It was an excellent opportunity for key stakeholders across the province to hear about the progress of this very important initiative. The timeline mapping was an excellent visual tool to help understand the tasks and timelines associated with the project.” She added, “The new transcription business solution will improve patient care by focusing on timely and accurate information.”

At each event, participants (including operational leads, clinicians and transcriptionists) received an overview of the major project milestones achieved to date. Together, attendees at each event actively participated in identifying and sequencing key tasks and deliverables using a methodology known as pull planning.

As well, participants provided invaluable feedback and input into next steps (which include further engagement, the development of a detailed project plan and—in the cases of medical lab and medical imaging—the convening of steering committees to assist with ongoing project and operational governance.