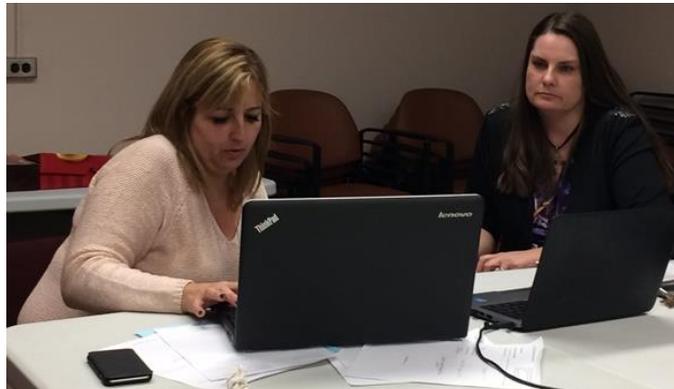


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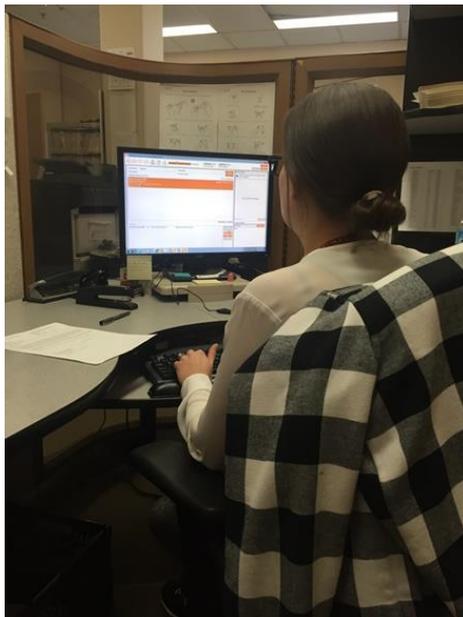
## **Transforming acute care transcription services in Weyburn**

A provincial team composed of Sun Country, eHealth and 3sHealth representatives worked with technology vendor M\*Modal to successfully implement a new voice recognition technology for acute care dictation and transcription work in Weyburn General Hospital. The site is the first to transition to the new provincial solution for acute care dictation and transcription work.

“I’m so impressed with how quickly everything came together,” said Krista Bostock, regional director of health information management services in Sun Country Health Region.



Pictured above: M\*Modal’s Jennifer Courage and Susan Mohr, regional manager of health information in Sun Country



Pictured above: Kari Rouse, a medical transcriptionist at Weyburn General Hospital, using the new system.

Physicians at the hospital will now start using the technology – called Fluency for Transcription – to create electronic audio files of their dictations. A transcriptionist at the facility then listens to the playback to create a transcribed medical record of a patient care event. Every time a physician dictates the technology “learns” their speech patterns and the accuracy of dictations is improved.

Once the accuracy level is 80 per cent or better, a text file of the audio dictation appears on the screen of a transcriptionist. At that point, the transcriptionist listens to the playback and checks it against the text file that is displayed. Any edits made at that point are also used to improve the accuracy of the system. Until the system was introduced this week, physicians were producing handwritten notes about patient care events. A transcriptionist would then decipher the note and type it up.

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**The technology allows for timelier, more accurate information on patients' charts. This means better quality care and improved patient safety.**

"Doctors can spend more time with patients and less time writing out notes," says Dr. Joy Dobson, physician consultant with 3sHealth. "It's about having the right information available when needed."

The system is working as expected. Lessons learned during the implementation will be used to help improve future implementations.

"What really made the difference was being there in person to work through the process," said Janine Daskalchuk, director of provincial transcription services at 3sHealth. "M\*Modal was fantastic to work with. Their on-the-ground support was huge, and it really helped make our first implementation go quite smoothly."



Pictured above: Participants at the February 8 launch.

Jennifer Courage, with M\*Modal, echoed Janine's remarks. "The implementation went really well. The team pulled together in a short amount of time to make it work. Normally, the prep work takes months to complete but they did it in only a few weeks."

Other facilities within Sun Country will transition to the service in April. Then, over the next 24 months, M\*Modal's voice recognition technology will be implemented for all acute care dictation and transcription work across the province.

### **Improving medical imaging and medical lab transcription services too**

We are also working hard to positively transform dictation and transcription for medical imaging and medical lab services as well, says Daskalchuk.

Right now, a competitive procurement process for voice recognition technology to support medical imaging services is underway. Once a preferred vendor is selected, new technology will be deployed across the province.

For medical lab services, another M\*Modal technology – Fluency Direct – will be implemented later this year in each of the five regions where those services are currently delivered for the province.