

*April 15, 2016*

### **A new and improved transcription service in Sun Country**

New software to support acute care dictation and transcription work has been successfully implemented throughout the Sun Country Health Region. The region is the first one in the province to have fully transitioned to the new provincial service.

“Medical transcriptionists took to the new system really quickly and they were able to start transcribing right away,” said Lorne Shiplack, Manager of Provincial Transcription Services with 3sHealth. “Now that the new technology is live, we will be able to easily distribute transcription work between health facilities in Weyburn and Estevan. The result will be better patient care.”

Krista Bostock, Regional Director of Health Information Management Services in Sun Country said, “The team has been excellent to work with. They are taking the time to consider all of our challenges as we move forward and it is much appreciated!”

Up until now, the region and 3sHealth didn’t have the technology to be able to move transcription work around. So when a transcriptionist in one facility was away from work, there was no way to distribute non-urgent medical reports that had been dictated but not yet transcribed at that facility to someone at another location who had the capacity to take on those assignments.



“Medical transcriptionists who work in mental health, in both Weyburn and Estevan, started transcribing dictations for both facilities right away as the same psychiatrists dictate out of both locations,” explained Shiplack. “On the acute side, we are giving medical transcriptionists more time to get used to the system before sharing work between the facilities.”

The new technology that was deployed to the entire region – M\*Modal’s Fluency for Transcription – is the same one that was [rolled out earlier this year to just the Weyburn General Hospital](#). That technology is now live in the Weyburn mental health facility and in St. Joseph’s Hospital in Estevan, which includes a mental health facility at that site.

“Our goal for the entire province is to achieve a turnaround time of 24 hours or less for all non-urgent medical reports,” said Shiplack. “We are confident we can achieve that turnaround time for all sites

*April 15, 2016*

in Sun Country. In fact, the percentage of reports that are being turned around in 24 hours or less has gone from 27 per cent over the course of the first one-and-a-half months after going live in Weyburn General Hospital to more than 55 per cent after one week of going live throughout the entire region.”

The [provincial set of acute care work types](#) – developed in late February – were also rolled out to the whole Sun Country Health Region. Physicians’ feedback on the templates has been quite positive to this point.

Next steps include:

- Developing work standards for manual report distribution;
- Automating report distribution; and
- Addressing a regional IT issue regarding sound quality.

Lessons learned during this implementation will be used to make the next regional go-live (in Prairie North on May 9) that much smoother.