

Custom Speech USA™ Case Studies Speech Recognition for Hospital Using Telephone Dictation

Background

Hospital pilot project for automated speech recognition using telephone dictation.

Case Study

Vendor/Client

AVS Technologies for Washington County Hospital in Hagerstown, MD

Overview

The hospital is a 309-bed, acute care facility. The hospital offers comprehensive inpatient services including medical/surgical care, cardiac catheterization, comprehensive rehab care, radiology and diagnostic services, inpatient mental health services, a regional Level III Trauma Center, an intensive care unit, a progressive care unit, a coronary care unit, a family birthing center, a pediatric unit and an extended care facility. Hospital information system (HIS) was provided by Meditech. Health care staff was using telephone dictation with manual transcription. The hospital wanted a system that would improve turnaround time and interface with its Meditech HIS. Speech recognition was seen as a way to reduce transcription time. A pilot project involving 5 physicians was developed. Doctors would dictate into telephone and enter identifying information and work type. Audio would be captured by Command!™ Call Center and transcribed automatically with SpeechServers™. Entire audio file could be played back with PlayBax™. After editing speech recognition text in Microsoft Word, transcribed text would be transferred to HIS with HL-7 header. User speech files would be trained with corrected text.

Components

- SpeechServers™
- Dragon NaturallySpeaking v. 6.0
- Command!™ workflow system
- Command!™ Telephone Dictation Center
- PlayBax™ with three-position foot control

Installation

Voice prompts for Call Center were customized to conform to those used previously with telephone dictation system. Custom script was prepared that generated HL-7 header from Command! data fields for entry into Meditech system after editing of report. Enrollments for speech user files were created. Physicians dictated into telephone with offsite audio capture with Call Center and automated transcription with SpeechServers. Speech user files were trained from corrected text.

Benefits

- Enterprise solution with telephone dictation and speech recognition.
- Integration with pre-existing Meditech hospital information system.

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We teach computers how to listen®

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