

Custom Speech USA™ Case Studies Speech Recognition for Radiology Department

Background

Radiology department of community hospital was investigating use of speech recognition to improve turnaround time (TAT).

Case Study

Vendor/Client

Custom Speech USA™ for The Methodist Hospitals, Merrillville, IN

Overview

The Methodist Hospitals are located in Northwest Indiana with two full-service hospital campuses, Northlake in Gary and Southlake in Merrillville, and a combined bed capacity of more than 600. There are more than 400 physicians and 3,000 employees. The radiology department provides general diagnostic radiology, nuclear medicine, computerized tomography, ultrasound, mammography, magnetic resonance, and angiography and interventional services at both campuses. The radiology department used the RTAS system for dictation and manual transcription. Transcription was performed primarily onsite, with overflow sent to agency transcriptionists. The hospital administration was investigating possible ways to reduce TAT and transcription costs. A pilot project was developed with a single radiologist dictating using Dragon NaturallySpeaking™ and speech files trained using Custom Speech USA™ techniques.

Components

- Andrea ANC-500 Headset Microphone
- Dragon NaturallySpeaking Professional 5.0
- Single PC dictation workstation

Installation

The study included radiology reports for 81 patients dictated using the voice recognition system. Text file for speech recognition text was saved on floppy diskette and given to transcription with paper requisition to complete with patient demographics. The reports were typed, verified, and printed in the current system. Radiology TAT measured the time from order input to report signature. The time from order to film read averaged 14.7 hours. Preparation of final report and signature took an average of 6.0 hours. Total TAT time during the pilot was 20.7 hours. It was estimated that with an interfaced workflow system, such as Command!™ workflow manager, that the preparation time would drop 6.0 hours, a 29% reduction of TAT. An incidental benefit was consistent uptime. A hospital administrator commented about the hospital's transcription system, "Also, during the timeframe of the study our system was down for an extended period of time. During that time, [the dictating physician] was able to produce reports even though we were not."

Benefits

- 29% reduction in turnaround time
- 100% uptime during trial

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We teach computers how to listen®

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