**VoicePower**
*The Speech Recognition People*

# Manchester NHS Pathology Team "amazed"
## by Medical Voice to Text

**Challenges:**
• The department's existing digital dictation system was too basic to meet their requirements.
• The workflow has too many steps to the reporting process which introduced the likeliness of transcription errors.

**Solution:**
• Dragon Medical speech recognition software
• Train the Trainer course & technical support from Voice Power Ltd

**Results:**
• 36 of the 40 team members are now using Dragon Medical with more to be added.
• Staff feedback praises how quickly it picked up their voice and accents from the get-go.
• Dragon has been integral in saving time for the pathologists.

**About The Manchester University NHS Trust Histopathology Department**

Belonging to the Manchester University NHS Foundation Trust and the Directorate of Cellular Pathology, the Histopathology department based at the Oxford Road Campus provides specialist tertiary referral and opinion on a regional and national basis.

The team process samples from approximately 43,000 patients per year under various categories such as Gynaecological Pathology, Gastrointestinal, Pancreaticobiliary and Hepatic Pathology, Head and Neck Pathology, Dermatopathology and much more.

We're joined by the Cellular Pathology IT Lead, Pete Pilatis, to discuss the department's journey to speech recognition and how the technology has changed their service as a whole.

**Creating documentation before speech recognition**

The medical sector is known for its astounding reporting and documentation levels, for which Mr Pilatis' department were using a digital dictation system.

**NHS**
**Manchester University**
**NHS Foundation Trust**

Save Time  •  Save Money  •  Be Productive

Dictation is a more traditional method of capturing documentation whereby the doctor/clinician dictates their notes into a <u>voice recorder</u>, they then send the file to their secretary or typist who will transcribe the audio file into tangible text. Following this, the typist will send the document back to the clinician to check and approve before it being despatched accordingly.

Whilst some find this method works excellently for them, others find it can entail a lot of 'back and forth' and in these cases, speech recognition is often better suited and more efficient.

**"The old dictation software was a very basic piece of kit which used to just record dictation files"** - Mr Pilatis, Cellular Pathology IT Lead

Additionally, the Histopathology department found that this process introduced additional steps to the reporting process and, in Mr Pilatis' words, "introduced the likeliness of transcription errors."

So when the Histopathology team discovered how well another department in the trust was doing with the help of VoicePower, they decided they too wanted to explore their options.

**"We approached VoicePower to aid us in implementing because they were already active at another site within our trust."** - Mr Pilatis, Cellular Pathology IT Lead

Following reaching out to speech recognition specialists, VoicePower Ltd, the Histopathology department explained their pitfalls with their current system and expressed that they wanted a more efficient workflow, with less touch points for their admin team and a quicker turnaround time.

After careful deliberation and workflow consultancy, the VoicePower team recommended that Dragon Medical Practice Edition is the solution to meet the department's needs.

### Choosing Dragon Medical voice to text technology

Dragon Medical is a real-time speech recognition engine that has an in-built medical vocabularies for specific departments such as pathology.

Dragon allows clinicians to dictate directly into their computer as well as create custom commands and templates to speed up repetitive tasks.

Mr Pilatis explained what made them agree with VoicePower Ltd and choose Dragon Medical voice to text software:

**"We chose Dragon Medical because we knew the positive impact this program has had in other areas of our trust."** - Mr Pilatis, Cellular Pathology IT Lead

Opting to go ahead with one of VoicePower's fully serviced pilots, the department were able to try the software for themselves before making a full investment. The staff were able to see how the technology would benefit them, and of course test out the accuracy!

Mr Pilatis confirmed the benefit of the trial, explaining:

**"The guidance from VoicePower was great, we trialled a short period of testing with a small consultant team and VoicePower were available at every step of the way. This then led onto the purchasing of the package for the entire team."** - Mr Pilatis, Cellular Pathology IT Lead

Fast-forward to the current day, 36 out of 40 employees are using Dragon Medical voice to text software with more to be set up soon but what is their verdict?

### Dragon Medical is "amazing!"

Now over a year into using their new solution, we asked Mr Pilatis and his colleagues to update us on how they're finding using medical speech recognition:

**"Personally, I find the new solution amazing, it's fast, responsive and requires very little effort to learn and utilise well within the department. I was particularly impressed how quickly it picked up staff's dictation from the get-go, I was expecting more errors or corrections."** - Mr Pilatis, Cellular Pathology IT Lead

To summarise, swapping to speech recognition has meant that the department's admin team no longer faces the huge transcription workload and the contact points that the clinicians have with the letter following its creation have been reduced.

Instead, doctors can dictate directly into their patient record system or Microsoft Word, ready for their secretary to proof-read and distribute the same day – This can be the difference between 2 weeks and 2-day

Save Time  •  Save Money  •  Be Productive

report turnaround times! Mr Pilatis isn't the only one pleased with the accuracy:

**"The consultant team is very happy and surprised how quickly the software has picked up their voices. They find the custom commands a huge timesaver for importing repetitive text as well as forms into documents."** - Mr Pilatis, Cellular Pathology IT Lead

## Expert advice and support are everything

VoicePower take pride in not being the average 'box-shifter', in fact they are known for offering software training and technical support services to ensure successful deployment of their products.

According to the Histopathology department, VoicePower's support was instrumental in their rollout of medical voice to text software:

**"The transitional period has been smooth regarding the support offered by VoicePower, with every new member of staff trained another group of questions are raised and VoicePower has answered everyone."** - Mr Pilatis, Cellular Pathology IT Lead

Considering the number of users that Manchester University NHS were purchasing, VoicePower recommended the Train the Trainer course – An extensive course whereby VoicePower Nuance certified trainers teach a dedicated staff member from the Histopathology department so that they can train the rest of the users internally.

Mr Pilatis expressed how helpful this was:

**"This worked well within the department as trainers could be flexible around the consultants giving more opportunity for one to one training or small group training in person or utilising Microsoft Teams."** - Mr Pilatis, Cellular Pathology IT Lead

The trust also praised VoicePower's course, stating:

**"The training offered by VoicePower was very informative and covered all the essential information and more. The exercises during the training were particularly useful, as well as the additional information sheet that included some phrases/ commands which were more niche."** - Mr Pilatis, Cellular Pathology IT Lead

Many VoicePower clients identify being able to call the team with any technical problems or queries as a key factor in the success of the product.

The team of dedicated engineers know everything there is to know about Dragon and is on hand to help whether it be installing on another PC or creating a new command. Evidently, Manchester's Histopathology team concur:

**"So far, the service from the team has been excellent, I cannot think of one instance where an issue or a query didn't get resolved in less than one day. Staff are very polite and informative across the board."** - Mr Pilatis, Cellular Pathology IT Lead

To summarise, Manchester University NHS Foundation Trust has found a workflow that works for them. Dragon Medical has allowed them to provide timely and personalised patient care, as well as minimising the level of admin for their team and it is down to this that Mr Pilatis concludes: "I would definitely recommend this product to another pathology department."