

# Fraser Health Implements Integrated Dictation System

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## Background

When Fraser Health was formed in 2001, there were a variety of dictation systems in use throughout the Authority. The disparate systems didn't support collection of standardized data, sharing of work between sites, home-based transcription, or speech recognition. There was duplication and inefficiency in the structure of the servers and other hardware used. Some systems were aging and at risk of failure. We realized that a strategy was required to implement an integrated dictation system throughout the FHA.

## The Project

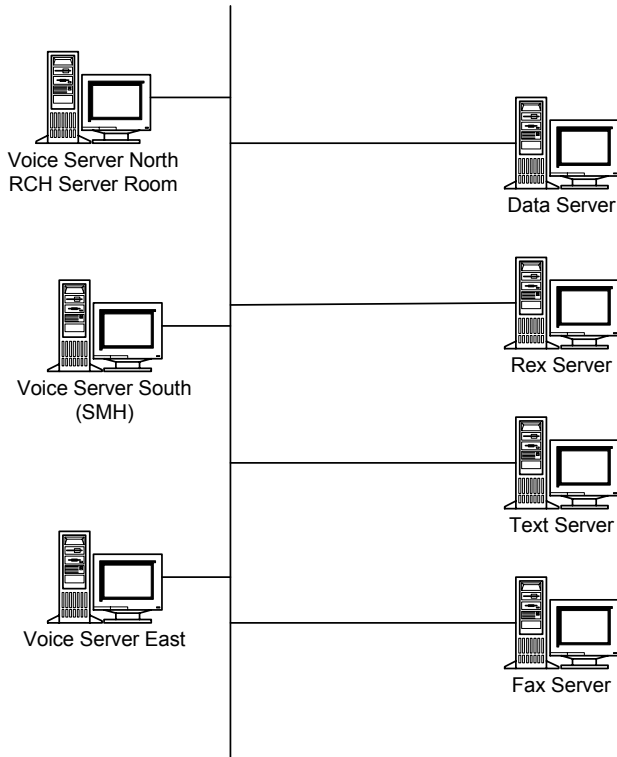
In late 2002, under the leadership of David Thompson, Director, Health Information Services, the Integrated Dictation Implementation Project was initiated, and Dictaphone was chosen as the vendor for our integrated system.

The objectives of the project are to “expand the use of the Dictaphone Enterprise Express dictation system...in all hospitals in the Fraser Health Authority across an optimized and consolidated technical architecture so that:

- All physicians can use the Dictaphone Enterprise dictation system;
- The existing Lanier systems can be retired;
- Existing servers can be freed up for use by other applications;
- Dictation information can be shared across the FHA;
- Additional Dictaphone Enterprise Express functionality can be utilized.”<sup>1</sup>

Due to the size of the project, it was broken into sub-projects. The implementation sequence is dependent on factors such as the urgency of replacement at the site, the progress of the Fraser Health Technical Rollover (PC replacement) Project, and other factors that suggest a logical order.

## Proposed Technical Architecture



Reference <sup>2</sup>

The dictation system is structured as a single Site with multiple Site Locations. This minimizes user maintenance and facilitates work sharing between sites. Worktypes were standardized, as were the dictation keypad functions.

System inputs are mainly by phone, through a single phone number, although specialized areas may use C-phones or PC Dictate for dictation. The system structure facilitates work sharing between sites, and lays the foundation for home-based transcription and speech recognition.

Reporting is done through the Dictaphone REX reporter.

### The Implementation Team

A project team was formed that contains representatives from Health Information Services, Information Services, Information Technology, Telecommunications, and Dictaphone. Overall responsibility for the project is monitored by the Director, HIS, David Thompson. Lynda Holland is the Project Client Lead, and is responsible for the day-to-day progress of the project. The Information Systems Project Manager is

responsible for project administration. Other HIS and IS project members are responsible for the tasks associated with the project.

The team meets bi-weekly to discuss progress, assign tasks and adjust the plan. Slippage is kept to a minimum.

## **Operational Support**

A Product Management Plan (PMP) was developed to “to provide sufficient information so that the Help Desk can manage the product throughout its life cycle and provide support to users in the case of problems with the Dictaphone Build6 system or infrastructure.”<sup>3</sup>

A Service Level Agreement (SLA) was developed to document agreed levels of service for the integrated dictation system, and to define the responsibilities of the vendor, Information Services, Telecommunications, and the System and Site Administrators. The SLA describes hours of support, provides contact information, and identifies the process for upgrades.

A Dictation System User Group was struck to “to deal with ongoing operational issues related to the Integrated Dictation System for the FHA,”<sup>4</sup> including development of troubleshooting procedures, coordination of upgrades and new releases, optimization of existing functionality, tracking issues, identification of training requirements, development of contingency plans, and standardization/maintenance of system set-up.

## **Current Status**

Dictaphone Build 6, as part of an integrated dictation system, is in place for general dictation at:

- Fraser North:
  - Burnaby Hospital (BUH);
  - Royal Columbian Hospital (RCH);
  - Eagle Ridge Hospital (ERH);
  - Ridge Meadows Hospital (RMH);
- Fraser South:
  - Delta Hospital (DH);
  - Peace Arch Hospital (PAH);
  - Langley Memorial Hospital (LMH)
- Fraser East:
  - Mission Memorial Hospital (MMH);
  - Chilliwack General Hospital (CGH);
  - Fraser Canyon Hospital (FCH)

In addition to general dictation, Build 6 is implemented in:

- Radiology at ERH (Boomerang PC Dictate);
- Radiology at RMH (C-phones);
- Lab and Pathology at RCH (C-phones);

- Dictaphone Text at PAH

## **Where to Now?**

In the near future, Surrey Memorial Hospital will be migrated from its existing Dictaphone system onto the integrated Fraser Health Dictaphone Build 6 system.

After that, the only acute site remaining is MSA Hospital, which will be moved off its existing Lanier system onto the integrated dictation system.

Numerous sub-projects remain including:

- Implementation of Dictaphone Build 6 at MSA Hospital.
- Mental Health offices in Fraser North and Surrey Central Mental Health.
- PC Dictate for Radiology across FH.
- BUH Lab implementation.
- Speech recognition at DH and PAH.

As this project nears completion, we are already realizing significant benefits. We are implementing a single vendor solution, and saving dollars by moving to a single maintenance contract. Overall physician and staff satisfaction with the system is high, as it provides a consistent service across FH and there is minimal downtime for dictators. Implementation of Enterprise Express has put FH in a position to take advantage of speech recognition and other technologies.

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## **References:**

1. Integrated Dictation Implementation Strategy v2.0, Heather Williams, David Thompson, Lynda Holland.
2. Integrated Dictation Implementation Strategy v2.0, Heather Williams, David Thompson, Lynda Holland.
3. Product Management Plan – Integrated Dictation Build 6, v1.5, Heather Williams.
4. Fraser Health Dictation System User Group Terms of Reference, Jan. 2004.