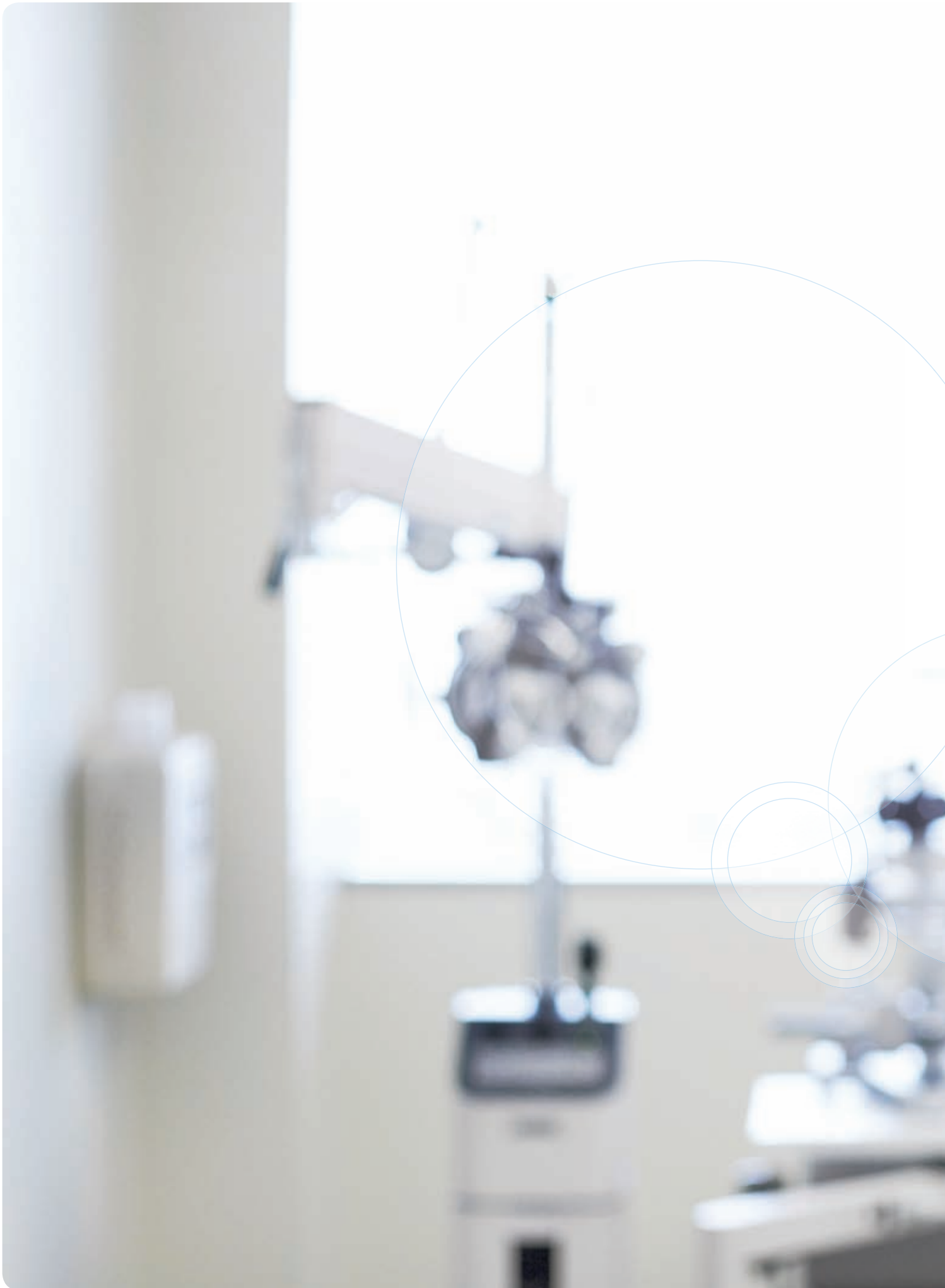


DIGITAL DICTATION IN **HEALTHCARE**

Get more done

DIGITAL DICTATION
SPEECH RECOGNITION
CLINICAL CORRESPONDENCE SYSTEM





THE HEALTHCARE INDUSTRY TODAY

These are challenging times for the healthcare industry. The pressures for trusts that lay ahead are set to put a real strain on the NHS.

With limited budgets and the challenge of meeting strict government guidelines, there is an increasing pressure to cut costs and find innovative ways to unearth value for money across the board.

Previous initiatives to deliver operational efficiency gains, including large IT projects, have come under scrutiny and in some cases have failed to produce the desired outcomes leaving healthcare in a unsettling position. The demise of the National Programme for IT has led to localised decision making, allowing the NHS to introduce small more manageable change in line with their requirements.

Finding a way around these challenges, whilst ensuring an excellent standard of service to patients at all times, is no easy task.

Are you ready to meet the demands?

With diminishing budgets, trusts face a number of financial pressures to overcome. As a result, doing more with less has become the order of the day.

CHALLENGE ONE

DO MORE WITH LESS

The problems are considerable though: As legacy technology systems in the healthcare industry become increasingly outdated there is a growing pressure to buy new, potentially expensive, systems to improve productivity and deliver cost-savings.

In addition, strict targets, such as the 18 week patient pathway and document turnaround times, pose the threat of costly fines if they are not met. These threats are often resolved by bringing in temporary staff at a great cost to the Trust.



HOW BIGHAND CAN HELP

**“EAST SUSSEX HOSPITALS
NHS TRUST HAVE AWARDED
A CONTRACT TO BIGHAND
FOR THEIR DIGITAL DICTATION
WORKFLOW... FORECAST
SAVINGS FOR THE TRUST
ARE ESTIMATED AT
£600,000 PER YEAR.”**

Alison Brett
Chief Executive officer
SECCPH

East Sussex Hospitals 
NHS Trust

LOW COST, HIGH RETURNS

With technology that is highly cost effective as well as being quick and easy to deploy, BigHand has a record of providing a large Return on Investment (ROI) for trusts across the UK.

With increasing pressure to get more done in a shorter period of time, there is a growing need to monitor productivity and reallocate jobs to available sources.

CHALLENGE TWO

STAFF PRODUCTIVITY

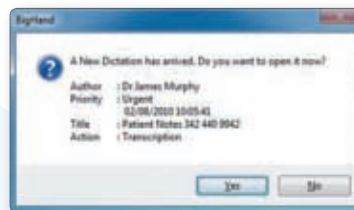
Currently a number of trusts are going through an administrative review to re-organise and restructure their clerical resources. However, many still face the problem of the high expense of temporary staff and inefficient working systems. Ultimately the NHS is facing the task of getting more done for less money and in a shorter time frame, whilst at the same time avoiding relying on expensive and disruptive IT systems.

“WE HAVE BEEN ABLE TO REDUCE THE HEADCOUNT OF OUR SECRETARIES THROUGH NATURAL WASTAGE AS A RESULT OF RECONFIGURING SERVICE DELIVERY AIDED BY THE USE OF BIGHAND. AS WE ARE ABLE TO DIRECT WORK ACROSS SITES FOR THIS PARTICULAR SPECIALITY IT WILL ENABLE US TO EQUALLY DISTRIBUTE THE WORKLOAD AMONGST A TEAM, AVOIDING WORKLOAD PRESSURES.”

Joanne Ferraby

Service Manager

Sheffield Teaching Hospitals
NHS Foundation Trust



Sheffield Teaching Hospitals 
NHS Foundation Trust

HOW BIGHAND CAN HELP

KEEPING ON TOP OF STAFF AND WORKLOAD

With technology that provides a clearly visible and efficient prioritisation of workload through its Reports module, as well as alerts when voice files are overdue, trusts can keep in control and stay on top of work levels and ensure resources are used in the best possible way to meet deadlines.

Trusts can also ensure that staff resourcing is kept to a minimum whilst still keeping productive.

A photograph of a person in a white lab coat holding a patient's hand. The person's hands are positioned over the patient's hand, which is resting on a white surface. The background is a light blue wall.

CHALLENGE THREE

MEETING DEADLINES

From the time a patient is first seen, through to when the clinic letter is received by the GP, the 18 week patient pathway in particular poses one of the biggest time pressures to trusts in the healthcare industry. It presents a number of processes to work through in a short time frame; any delays along the way can prove costly. With future targets that trusts will be judged by, meeting deadlines is more important than ever.



HOW BIGHAND CAN HELP

SAVING YOU TIME AND MONEY

BigHand's Digital Dictation technology is a simple system that ensures staff can work with the technology without extensive training. Once the technology is in place documents can be effectively prioritised and turned around quickly. A swift document turnaround time as well as the ability to track progress against specific NHS guidelines helps alleviate the time pressures that trusts currently face. Moving towards digital dictation allowed Ipswich Hospital NHS trust to save costs by reducing their reliance on paper records and Airedale Foundation Trust to save time by prioritising dictations and sharing between secretaries.

“REPLACING TAPES WITH THE BIGHAND SYSTEM ENABLES CONSULTANTS TO DICTATE THEIR NOTES THERE AND THEN... WE WILL NO LONGER HAVE TO WORRY ABOUT DELAYS CREATED BY CLUNKY TAPE DICTATION PROCESSES AND WITH THE ADDED ADVANTAGE OF A VISIBLE WORKLOAD, THE MANAGEMENT OF WORK WILL BE MORE EFFICIENT AND CONTROLLED.”

Teresa Dardis

Service Manager, Cardiothoracic.
Guys' and St Thomas'
NHS Foundation Trust

Guys' and St Thomas' 
NHS Foundation Trust

CHALLENGE FOUR

COMMUNITY BASED CLINICIANS

Where a trust is split across multiple sites a number of logistical issues arise, including increases in delays. This is a particular issue in the Mental Health sector where more medical staff are working in the community, meaning there's a constant need to return to the office to meet the growing administrative burden. This impacts on productivity levels and can cause inefficiencies.



HOW BIGHAND CAN HELP



MULTIPLE HOSPITAL SITES, ONE ORGANISATION

BigHand enables authors to send voice files easily to each site without the need for the delivery of analogue tapes, eliminating major delays and also the risk of tapes being lost or broken. The instant sharing capability empowers a better process and faster turnaround, saving trusts both time and money.

BigHand's smartphone capability enables doctors to digitally dictate on the move, particularly in the mental health sector where home visits are frequent. Birmingham and Solihull Mental Health NHS Foundation Trust for now carry out 85% of digital dictations through their Blackberry Smartphones. In addition, established customer The Mid Yorkshire Hospitals NHS Trust were one of the first Trusts in the country to use BigHand For BlackBerry.

“HAVING RECENTLY INSTALLED THE BIGHAND MOBILITY SUITE I NOW USE THE BIGHAND APPLICATION ON MY BLACKBERRY. THIS HAS REVOLUTIONISED MY ABILITY TO TRANSFER AUDIO WHILE ON THE MOVE. I AM NOW NEVER TRULY ‘AWAY’.”

Paul Curley

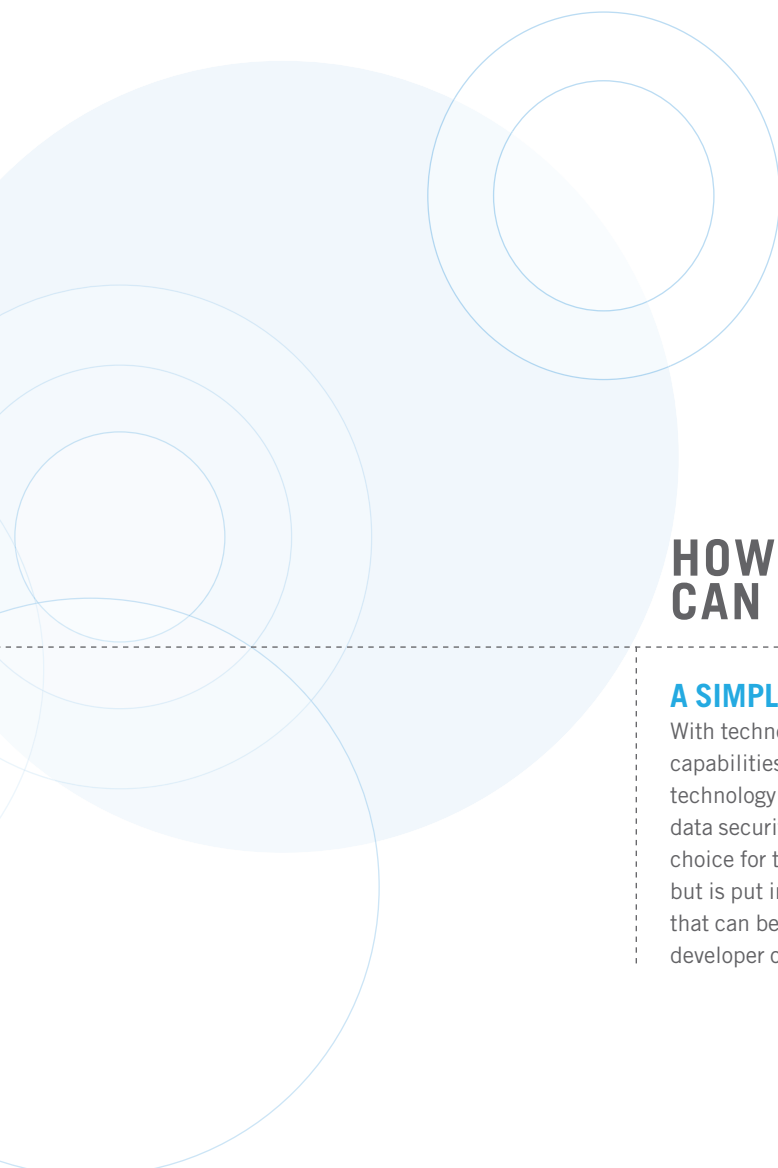
Consultant Surgeon

Mid Yorkshire Hospitals NHS Trust

Both renewing and introducing new technology into the healthcare industry can bring an array of headaches, from the procurement process right through to staff training. The issue of security, due to the sensitive nature of the information being shared, and the ongoing need for the NHS to make the safe choice with new technology adds to the pressure.

CHALLENGE FIVE

BRINGING TECHNOLOGY UP TO DATE



“BIGHAND HAS BEEN VERY BENEFICIAL IN MODERNISING THE WAY I DELIVER MY CLINICAL SERVICES. I AM IMPRESSED BY THE ABILITY TO DICTATE LETTERS FROM ANY SITE ACROSS THE TRUST AND GETTING THE LETTER PRINTED AND SENT ALMOST IN REAL TIME BY MY PA. THE SYSTEM HAS BEEN VERY STABLE IN DAILY USE OVER THE PAST THREE YEARS WITH VIRTUALLY NO DOWN TIME.”

Steve Izzatt

ENT Consultant & Clinical Director for IM&T

Wrightington, Wigan and Leigh
NHS Foundation Trust

HOW BIGHAND CAN HELP

A SIMPLE INTRODUCTION TO NEW TECHNOLOGY

With technology that is easy to manage and has simple administrative capabilities, BigHand's full digital dictation and clinical correspondence technology is easy to deploy and use in any trust. Due to its enhanced data security, our solution is secure, stable and reliable, providing a safe choice for the NHS. BigHand does not just provide a quick fix solution but is put in place with a long term view, offering additional modules that can be added at any time, after purchase, due to being the sole developer of the product.

Wrightington, Wigan and Leigh 
NHS Foundation Trust

Microsoft
GOLD CERTIFIED
Partner

OLYMPUS
New Vision, Old Future

NUANCE

PHILIPS

CITRIX

GRUNDIG
Business Systems

BlackBerry
Elite Alliance Member

PLANTRONICS
SOUND INNOVATION

HOW CAN BIGHAND HELP?

BigHand is the leading provider of digital dictation and speech recognition technology incorporating a full clinical correspondence solution to the healthcare market.

We currently serve over 25 major NHS trusts in the UK, including the Sheffield Teaching Hospitals NHS Foundation with over 2,000 users and the Guy's and St Thomas' NHS Foundation trust with over 2,500 users trust wide. BigHand is currently used by over 1,200 professional and public service organisations globally, incorporating over 110,000 users. More trusts chose BigHand in 2010 than any supplier.

The process of dictation is essential, not only for the smooth running of any trust, but also to provide an excellent standard of care for patients at all times. Doctors with specialist information and expertise, dictate critical information many times a day. However with out of date analogue tapes that need to be passed back to secretarial staff, bottlenecks arise in the process, raising the need for a faster, more trackable, automated system.



WHY BIGHAND?

BigHand is listed as a trusted and recommended provider of digital dictation to NHS trusts throughout the healthcare industry through procurement hubs that advise on buying sensible and innovative technology.

BigHand for healthcare provides a solution that replaces analogue and paper based systems currently used in medical dictation. Our system allows for instant sharing across hospitals, sites and specialities. Importantly, it enables your trust to manage a better process for faster document turn around, allowing you to get things done faster, more efficiently and cost effectively.

“ANOTHER REASON FOR CHOOSING BIGHAND WAS THEIR INTEGRATED SERVER-SIDE SPEECH RECOGNITION TECHNOLOGY WHICH ELIMINATES THE NEED TO SPEND HOURS OF TIME TRAINING YOUR VOICE. WITH THE GOVERNMENT’S NEW COST SAVING INITIATIVES STARTING TO TAKE HOLD, TRUST’S WILL BE CONTINUOUSLY LOOKING FOR NEW WAYS TO SAVE MONEY AND IMPROVE RESULTS.”

Jane Morris

General Manager

Cardiology and Stroke Services
East Sussex Hospitals NHS Trust

“DIGITAL DICTATION HAS STREAMLINED THE PROCESS FROM CONSULTATION TO PRODUCTION OF DISCHARGE SUMMARY AND AS A RESULT, THE TRUST HAS EXPERIENCED AN IMPROVEMENT IN TURNAROUND TIMES. ACUTE MEDICINE, HAVE ALSO BENEFITED FROM THE ABILITY TO MOVE DICTATIONS BETWEEN SECRETARIAL GROUPS ACROSS TWO OF THE TRUSTS SITES, AGAIN HELPING TO MAXIMISE THE EFFICIENCY OF SECRETARIAL STAFF TIME.”

David Whitham

Informatics Director

Sheffield Teaching Hospital

NHS Foundation Trust

BigHand implemented the digital dictation system, incorporating over 2,000 users spanning 5 hospitals on 2 campuses.

CASE STUDY

SHEFFIELD TEACHING HOSPITALS

NHS FOUNDATION TRUST

The replacement of analogue tape dictation equipment with the award winning digital dictation workflow system has enabled the Trust to improve efficiency and patient care; a 10–25% improvement in document turnaround time has resulted in some specialities achieving same day discharge summaries and typing of clinics in real time.

“AS A CLINICIAN I HAVE REALLY APPRECIATED THE SIMPLICITY AND FUNCTIONALITY OF THE BIGHAND PROGRAMME. DICTATIONS CAN NOW BE DELIVERED AUTOMATICALLY AND INSTANTLY FROM CLINICS TO MEDICAL SECRETARIES, GIVING A SMOOTH FLOW OF WORK AND MORE MANAGEABLE WORKLOADS”

Richard Pope

*Consultant Physician
and Director of Innovation
Airedale NHS Foundation Trust*

BigHand digital dictation software was introduced at Airedale NHS Foundation Trust in 2010 to cover 450 users, including all specialities in order to further enhance the Trust's ability to deliver first class patient care.

CASE STUDY

AIREDALE NHS FOUNDATION TRUST

The Trust recognised the importance of implementing and delivering a digital solution that would enable the prioritisation of dictations and give the ability to share dictations between secretaries in order to improve document turnaround times.

By streamlining the workflow of secretaries and showing a visible workload, BigHand enabled the trust to generate a return on investment by reducing the need for temporary staff, giving secretaries the option to manage work more effectively.

“WE CHOSE BIGHAND AS THEY REPRESENTED THE BEST VALUE FOR MONEY AND PROVIDED ALL THE FUNCTIONALITY REQUIRED FROM A DIGITAL DICTATION SYSTEM. BIGHAND’S IMPLEMENTATION TEAMS WERE VERY PROFESSIONAL AND EFFICIENT, WITH AN ISSUE FREE IMPLEMENTATION”

Steven Thorndyke

Project Manager

Basildon and Thurrock University
Hospital NHS Foundation Trust

BigHand was chosen from 6 suppliers who bid to provide a trust-wide digital dictation solution to Basildon and Thurrock University Hospital to over 600 users in 2010.

CASE STUDY

**BASILDON AND THURROCK
UNIVERSITY HOSPITAL
NHS FOUNDATION TRUST**

BigHand operates all the Trust’s clinical sites and has allowed Basildon and Thurrock University Hospital Trust to start the process of removing outdated and costly analogue tapes to improve document workflow, leaving the trust to invest more time and money proving a quality service to the patients.



HOW BIGHAND CAN HELP

BigHand can work with you to cut costs, reduce time pressures and increase your productivity, as well as giving you a healthy return on investment after implementing the technology.

Find out more about how BigHand technology can help carry out an analysis of your current dictation system and expected ROI for your organisation.

For more information on BigHand's latest product offering contact:

CHRIS BELL

T +44 (0)20 7940 5907

E chris.bell@bighand.com

27 Union Street
London
SE1 1SD
United Kingdom
www.bighand.com



WWW.BIGHAND.COM

27 Union Street
London SE1 1SD
United Kingdom

T +44 (0) 20 7940 5900
F +44 (0) 020 7940 5901
E enquiry@bighand.com

