Catholic Medical Center Pathologists Drive Reporting Improvements by Using VoiceOver® Integrated with SoftPath® and Whole Slide Imaging

voicebrook

CUSTOMER CASE STUDY
- ABSTRACT -

"Our facility for Pathology at Catholic Medical Center was built from an open space, and it was architected based upon the 'LEAN concept'. We determined that voice recognition would be a critical part in streamlining the workflow.

We looked at other solutions, but we selected VoiceOver® because it was a much more robust system. We wanted to be able to use it for system commands, navigation, and workflow within SoftPath®. The implementation and added services that Voicebrook offered made the decision easy for us.

Using VoiceOver® for our reporting allowed us to significantly reduce our start-up clerical/transcription staffing needs. Overall we saved a minimum of 2 FTE's."

William Burgett, Laboratory Information System Manager
Catholic Medical Center, Department of Pathology

"Practice efficiencies have increased dramatically. Cases dictated in VoiceOver® are available immediately. They don't sit in a voice queue. I do not have to go back and open, edit, and save a case. I do everything in real time. Prior to VoiceOver® 80% of our cases were completed within 48 hours. Since implementing VoiceOver® overall turnaround is down to 30 hours.

Gross reporting is a lot faster. We use a set of standardized templates that Voicebrook helped us to build, and this allows us to quickly create gross reports. From a quality perspective, the standardization of templates has helped, and it is much easier for us to find and edit the information in our reports.

It really helps out with autopsies. Prior to VoiceOver®, autopsies would take forever. Now I can complete an autopsy in a day. We built a comprehensive autopsy template into VoiceOver® and it has just been outstanding.

We have an entirely new way of doing things in terms of adding images to the report, annotating them, and signing out. You can't do that without VoiceOver® unless you have a transcriptionist sitting next to you. When you perform these tasks in real time you are thinking about it while you are looking at the images that are in the report and you can comment on something that you see rather than having to remember it after the fact.

The addition of images has increased the quality of our reports. I also do a lot less editing with VoiceOver® than I did with my transcriptionists. Overall it is superior to standard transcription environments I have worked within because it eliminates so many steps in the process."

Dr. Weldon Sanford, Medical Director
Catholic Medical Center, Department of Pathology

Highlights:

- ☐ 8 Pathologists
- ☐ 1 Pathologists' Assistant
- ☐ 10,000 cases/year
- ☐ Integrated with SCC SoftPath®
- ☐ Estimated $135,000 in annual savings
- ☐ Improved minimal report turnaround time by 18 hours (38% improvement)
- ☐ Complete 100% of cases in real-time
- ☐ Facilitated the creation of a new lab built on the "LEAN concept"
- ☐ Critical in the creation of reports with annotated images
- ☐ Improved overall practice efficiencies and standards
- ☐ Improved patient safety

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