Successful Implementation of Nuance Dragon Transcription for Histological Report in KKH

Singapore Healthcare Management 2015

Kuick Chik Hong, KK Women's and Children's Hospital
Fadhillah Ami, KK Women's and Children's Hospital
Jain Sudhanshi, KK Women's and Children's Hospital
Tan Choon Hui, KK Women's and Children's Hospital
Eugene Lim Yik Jun, KK Women's and Children's Hospital
Poh Ting Ting, KK Women's and Children's Hospital
Yue Lai Ling, KK Women's and Children's Hospital

Aim:

KKH histology lab has relied heavily on manual transcription for histology reports. With increase in number of pathologists over the years, more laboratory assistants (LA) are needed to cope with the increased transcription load. The daily transcription workload is approximately 100-150 reports, and that requires a full time job from more than a LA. Moreover, difficulty in recognizing untidy handwriting and understanding the recorded foreign accent have often resulted in transcription errors. As a result, from the finalised diagnosis to generating report, it creates long reporting turn-around-time due to time wastage. The project aims to remove or reduce the LA manual transcription process thus improving the histological report turn-around-time and transcription errors.

Methodology:

Dragon Naturally Speaking Voice Recognition software has been designed to effectively transcribing complicated medical terms without bias in any speaking accent. In our lab, five pathologists who usually handwrite and verbally dictate their microscopic diagnosis were properly trained by the Dragon professionals, and apply it during their daily reporting routine for three months.

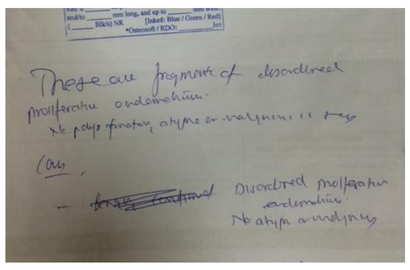
Result:

At the end of evaluation period, all five pathologists are able to adapt to the dragon transcription environment quickly, and comfortably transcribing most (approximately 95%) of their histological reports upon diagnosis is made. They wait no more to verify their reports before LAs complete their transcription.

Conclusion:

The benefit that the Dragon Voice Recognition has brought to the lab is apparent. The system dramatically reduces the transcription workload and effectively cuts down transcriptional errors and unnecessary manual transcription time, and thus improving the overall reporting time.

Manual way



Hand written report (by pathologist) → Hand delivery to LA room (by Pathologist) → Transcription (by LA) → Proof-read and Verification (by Pathologist) → Report Ready

Dragon way

Transcription/ Proof-read/ Verification → Time/Effort saved → Report Ready