

# yodal®

## Digital Dictation from V7 Technology

Worcestershire   
Acute Hospitals NHS Trust

### Digital Dictation clears transcription backlog and generates immediate savings

#### CUSTOMER

Worcestershire Acute Hospitals  
NHS Trust

#### SECTOR

Acute Care  
NHS England

#### CHALLENGE

To implement a low cost solution to cut the backlog of transcription files and to help the trust meet patient discharge targets.

#### SOLUTION

V7 Digital Dictation software to improve the work flow of transcription files from author to secretarial team

#### BENEFITS

Backlog removed or reduce by 70% in 3 weeks - saving time and money for the Trust

Improved user experiences for authors and secretarial teams

Fast and low cost roll out

Low support requirement

Worcestershire Acute Hospitals NHS Trust had an experienced secretarial team but was struggling to process the volume of dictation transcriptions channeled in from busy hospital departments. The volume of work was causing a backlog and delay to the turn around of the transcriptions, which were critical to meeting patient discharge objectives

Worcestershire Acute Hospitals NHS Trust had considered outsourcing the transcription to a third party or implementing overtime to help address the backlog and meet targets. Neither of these options would solve the overall problem and would result in an increase in costs.

As a result they decided they needed to address the workflow and looked to using digital dictation as a way of improving the turn around. After a review of the options available they identified V7 Technology as having the product to meet their needs at an affordable price.

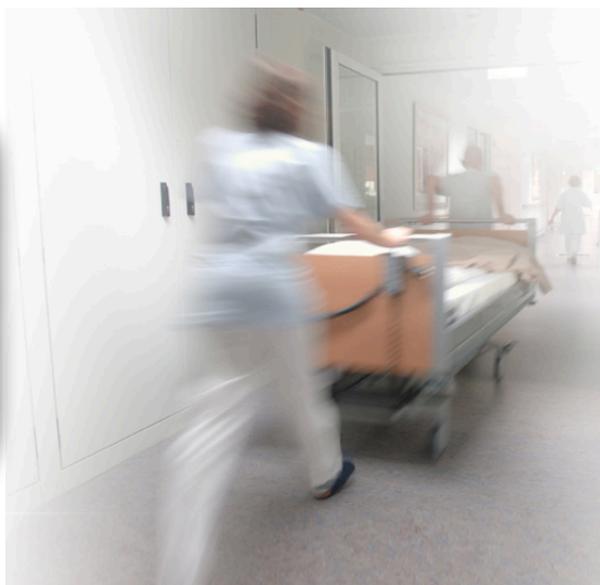
V7 Technology offered Worcestershire Acute Hospitals

NHS Trust a complete digital solution, allowing files to be transcribed more efficiently and delivering results within days of being rolled out.

In the 10 departments the system was initially rolled out to, the backlog was cleared in 50% of them in just 3 weeks. In the remaining 5 departments (where they'd had the greatest backlog) the outstanding transcriptions were reduced by over 70% in the same time period.

Worcestershire Acute Hospitals NHS Trust now has a secretarial team that is able to manage the workflow and maintain a high level of responsiveness to meet patient discharge objectives.

*"We love this system! It makes life much easier with managing and prioritising workloads for the secretaries. Being able to highlight urgents is a bonus, as is the downloading from other sites straight after clinic, rather than waiting 2 or 3 days to get the tape back."*  
Debbie Stowe, Cardiology Secretary



## JOHN THORNBURY

**DIRECTOR OF ICT SERVICES**

Worcestershire Health ICT Services

“The digital dictation system from V7 met its objective. The roll-out was smooth and the software is very easy to use. Training and support costs were minimised. The ability to add Yodal smartphone voice recording means that the system is future-proof.”

*“Yodal allows me to get as near as possible to making contemporaneous notes from all settings in which I work, in particular when I am seeing people at home and on the wards in an acute hospital setting when access to other existing clinical systems is very difficult due to either the environment of busy hospital wards or the practical difficulties of 3G from people’s homes or from my car. I would certainly recommend exploring this option to other clinicians who are asked to work in a mobile way from multiple sites.”*

*Dr Ian Douglas,  
Consultant in Palliative  
Medicine, Princess of  
Wales Community Hospital*

### V7 delivers more...

V7 provided Worcestershire Acute Hospitals NHS Trust with a competitively priced, easy to set-up, easy to support and easy to use platform. V7 delivered Worcestershire Acute Hospitals NHS Trust a solution that integrated with past investment of dictation equipment to deliver efficiencies for today and provide interoperability for tomorrow.

### Saving money with device consolidation

Worcestershire Acute Hospitals NHS Trust is now implementing further cost saving activity from V7’s solution, by adding Yodal mobile voice recording to the existing system.

Yodal provides a mobile application that enables a fully featured professional voice recording on a BlackBerry® smartphone. This has enabled Worcestershire Acute Hospitals NHS Trust to add more users to the system at a lower cost than was previously achievable. Digital dictation devices cost approximately £300 and the BlackBerry® smartphone application now

makes those units redundant.

The author can now simply use their BlackBerry® smartphone, not just as a phone and for email but for creating their audio recordings.

Worcestershire Acute Hospitals NHS Trust has seen further potential for improving the workflow and saving costs. At the core of Yodal is technology that means that the audio file is streamed as the recording is made, allowing the secretarial team to start transcription almost immediately. The Trust have recognised this will deliver an improved workflow and remove the need for the Author to have access to a PC to download and send the audio files. A perfect solution for a busy hospital and for Community based clinicians.

To gain immediate efficiencies of workflow and cost savings on digital dictation - for small groups to Trust wide roll out:

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