



BIGHAND3 INCREASES EFFICIENCY AND EFFECTIVENESS AT MID YORKSHIRE HOSPITALS NHS TRUST

**AN OVERVIEW OF THE DEPLOYMENT OF BIGHAND
DIGITAL DICTATION IN THE HEALTH SECTOR**

CASE STUDY

BIGHAND DIGITAL DICTATION IS VITAL PART IN THE MID YORKSHIRE HOSPITALS NHS TRUST'S £13MILLION TURNAROUND STRATEGY

PAUL CURLEY, CONSULTANT AT MID YORKSHIRE HOSPITALS NHS TRUST EXPLAINS

OVERVIEW

The Mid Yorkshire Hospitals NHS Trust serves primarily the communities of Wakefield District and North Kirklees, a combined population of around 500,000. It also serves patients from surrounding areas including South Leeds, North Yorkshire, Barnsley and Doncaster.

PROBLEMS WITH ANALOGUE

The Trust was formed in April 2002 from a merger of the former Pinderfields and Pontefract Hospitals NHS Trust and Dewsbury Health Care NHS Trust, and provides a complete range of general hospital and some specialist services from four hospital sites – Pinderfields General Hospital, Clayton Hospital, Dewsbury and District Hospital and Pontefract General Infirmary. One of the problems identified post-merger was the fact that each of the 3 sites used different analogue dictation tape sizes making transfer of work between sites impossible without further investment.

WHY DIGITAL DICTATION

I had led an NHS funded office pilot project to test new ways of working and new technologies in preparation for the delivery of multi-million pound new hospitals

opening in Pontefract and Wakefield in 2010/11. One of the critical technologies identified was digital dictation. The pilot showed the power of the technology and we then looked for an enterprise solution for the whole Trust. Secretarial colleagues were enthusiastic about the increased audio quality provided by digital equipment and the reduction in the need for re-dictation. Security was increased, transfer of tapes between sites eliminated and turnaround times improved.

The case for investment was easy to make armed with the experience from the office pilot and with our secretarial staff enthused about the benefits of digital dictation.

The process of obtaining the Trust-wide digital dictation system had a 3 month turnaround to include the tendering process. The Trust put together a business case to demonstrate the need for a digital dictation system, and once approved, went to tender.

BIGHAND

We were keen to choose a Digital Dictation partner that would incorporate ease of use, alignment with Microsoft driven technologies and functionality such as reporting and monitoring. After thoroughly looking at the options, we felt that the BigHand system would provide this functionality.

We produce highly confidential and deadline critical dictation on a day to day basis – so a secure, stable dictation system with the ability to prioritise was therefore also a crucial part of the digital dictation system procured.

The timescale to implement the system was ambitious. BigHand successfully implemented BigHand3 at the Trust in 6 weeks to over 700 users. This was a substantial achievement from both project management teams, and reports showed users embraced the new technology.

BENEFITS REALISED

As a clinician it was vital to demonstrate the benefits swiftly to less-enthusiastic colleagues and I can confidently say that the system has been embraced by both enthusiasts and those who are much less comfortable with new technology. The hand-held and fixed dictation devices are intuitive and familiar and the software interface is easy to navigate.

Work sharing across different teams at different sites (4 hospitals) allows the Trust to work to production of GP letters within 5 working days of dictation. In fact it is common practice for some medical secretaries to type clinic letters individually immediately they are dictated at a remote site. The letters are often complete before the clinic has ended!

BigHand also supports remote working using Blackberry and mobile phone platforms but we have not as yet introduced this capability.

Secretaries are now able to transcribe across specialities and across hospital sites from any location. We are keen to utilize BigHand to ensure the turnaround of patient information in the appropriate timescales. BigHand's reporting function will enable us to measure our performance against our aim to have GP and patient information delivered in a timely and accurate manner.

“BigHand’s layer of technical support and overall system is very good. The technical department within the Trust is extremely happy with BigHand. BigHand ensured implementation, installation and all documentation was done professionally and successfully. The rollout was exceptional; in less than 6 weeks we implemented BigHand3 to over 700 users. The implementation was seamless. The team had to customise BigHand and re-profile to our requirements as an NHS Trust: BigHand3 is completely flexible, and therefore made this possible. I would not hesitate to recommend this system to any Trust wishing to improve document management and reduce overheads.”

Andy Weissenborn, IM& T Project Manager, championed the move to BigHand3



BigHand Digital Dictation software allows a user to dictate directly to your network using a handheld microphone, headset, remote device, PDA, mobile phone or via the web. An encrypted sound file is then transferred instantly to available secretarial support, wherever they may be located in the world.

BigHand3 is acknowledged as the most advanced digital dictation product across the UK & Ireland, North America, Australasia, South Africa and Europe. Why? Over 50% of law firms using digital dictation workflow now use BigHand technology, and our client base ranges from Healthcare bodies to top Accountancy and Property firms.

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