



## EINSIEDELN HOSPITAL

Frisbee® Enterprise Server makes secretarial staff's working processes more efficient

### A PORTRAIT OF EINSIEDELN HOSPITAL

Einsiedeln Hospital is an acute care clinic with an emergency ward, an outpatient clinic and 50 beds. The hospital provides high-quality outpatient and inpatient basic medical care for the population of the Einsiedeln – Ybrig – Rothenturm area under an agreement with the Schwyz canton. The medical team consists of hospital doctors (internal medicine, anesthesia and pain management, plus rheumatology) and attending physicians (orthopedics, surgery, traumatology, ENT, gynecology and obstetrics, pediatrics, plus psychiatry and psychotherapy) as well as a number of medical consultants.

### THE CHALLENGE

Physicians at Einsiedeln Hospital have been used to dictating their medical reports or notes with analog devices for a long time now. Over the years, however, they ended up using several different types of recorders and a number of devices had to be replaced because of their age. The management of Einsiedeln Hospital therefore first had the idea of standardizing all the analog devices and outsourcing their care to an external company.

A proposal had been made to test a digital solution as part of the evaluation of new recorders. This was a great success and ultimately the digital dictation solution Frisbee® Enterprise Server was selected. The use of digital dictation instead of mini-cassettes does indeed offer tremendous opportunities for rationalization: dictation work can be better distributed and working processes are accelerated. Thanks to Frisbee Enterprise Server, a large number of the problems encountered by physicians and secretaries were solved in a radical and effective way.



### OUR SOLUTION

Mr. Piuss Fässler, IT Project, explains. "We looked at a couple of different solutions but me2me has a really attractive pricing and licensing model in place. The product was incredibly easy to use, which is so important – if the users can't pick it up very quickly, then you might as well not bother implementing it. We were very pleased with Frisbee in that respect. Doctors' notes, operation reports, release letters – everything can now be ready in a very short time."

Helped by me2me's support team, Einsiedeln Hospital rolled out the system for its users in October 2009, with the professional staff using Olympus DR-2000 stationary PC microphones and Philips 9600 mobile recorders for their dictations. Since the installation of Frisbee Enterprise Server, all transcription work is sent automatically to their assistants, who can now handle the jobs quickly and easily.

<b>Einsiedeln Hospital</b>	
<b>Number of Frisbee Users</b>	
Number of doctors	20
Number of secretarial staff	6
<b>Solution</b>	
Frisbee Enterprise Server	
<b>Dictation Devices</b>	
Philips 9600	
Olympus DR-2000	

“The doctors' secretaries can handle the dictations more efficiently and the professional staff loses less time on activities that are not directly productive.”

Pius Fässler, IT Project Manager, Einsiedeln Hospital

### INTERVIEW WITH MR.FÄSSLER,IT PROJECT MANAGER

What problems did you meet with the analog dictation solution?

Several, but the main were:

- Which mini-cassette is the dictation you want actually on? Searching for a specific dictation is a slow process, because - depending on the circumstances - you might have to listen through a lot of tapes.
- Which transcriptionist handles which dictations? One mini-cassette might hold dictations with different priorities and subject matter. The secretaries sometimes had to wait until another transcriptionist had finished with the same tape.
- Which file does this particular mini-cassette belong to? Mini-cassettes that have fallen out of the corresponding file have to be listened to in order to determine the content
- How many dictation jobs still need doing? A list of all the dictations has to be checked manually, which is an unproductive overhead. When things are hectic, it is possible for the list not to be up to date. The result is that individual dictations occasionally get lost.

What did you see as the key criteria for the new solution?

- Primarily, it was the central queuing. Each dictation is placed automatically in the central queue. There is always an up-to-date list of all dictations waiting to be done. The rules for the processing sequence for the dictations are transparent: normal priority simply means “first in, first out”. Every dictation automatically gets a time and date stamp when it is received. This avoids unproductive discussions about throughput times.
- Then there's the possibility to outsource work. When there is a large volume of dictation, the medical secretariat can bring in an external company to process them.
- Another aspect was short waiting times. Dictations appear in the queue as soon as they are completed. The unproductive time while the mini-cassettes are being transported disappears.

What advantages can you see today from the Frisbee solution?

Improved efficiency: the medical secretaries can process the dictations more efficiently.

There is less unproductive work too: the professional staff is losing less time on unproductive activities - for example they no longer have to take the mini-cassettes round to the secretariat in person when it's urgent.

And there are not so many questions: the person who made the dictation can see the status at any time, without having to bother the secretarial office.

### FRISBEE – FACTS & FIGURES

- ◆ Open architecture, means independent of hardware, i.e. integrated professional dictation machines from all leading manufacturers
- ◆ Modular and scalable structure of one to an unlimited number of authors and transcriptionists
- ◆ Dictation, workflow management and speech recognition in one product
- ◆ Central administration of users, profiles and jobs
- ◆ Integration in MIS, HIS, etc. by means of SDK or XML and HL7
- ◆ Frisbee Smart for telephone dictation with iPhone, BlackBerry and Windows Mobile Smartphones

### ABOUT me2me

me2me AG is a software company delivering productivity solutions for enterprise mobility. The me2me product portfolio helps users to connect to enterprise information and communication systems via easy-to-use mobile applications! The portfolio includes voice based application delivered through mobile devices (cars, cell phones & smart phones) as well as Frisbee, a state-of-the-art dictation and transcription workflow solution used in the legal, healthcare and administration markets.

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