



BERN HOSPITAL NETWORK

Frisbee Enterprise Server is increasing our productivity and reducing the processing time

A PORTRAIT OF THE BERN HOSPITAL NETWORK

The prospects are good for the Bern Hospital Network AG (Spital Netz Bern), which has a capacity of about 600 beds available and employs nearly 2800 people: the combination of expertise and infrastructure from seven different institutions into a single hospital business, the breadth and quality of the services and the size of the catchment area, which comprises over 300,000 people, are particular strong points of the Bern Hospital Network.



SPITAL NETZ BERN

The Bern Hospital Network are:

- ▶ Aarberg
- ▶ Münsingen
- ▶ Riggisberg
- ▶ Tiefenau
- ▶ Ziegler
- ▶ Belp Hospital and Nursing Home
- ▶ Elfenau Care Center

Number of Frisbee users

Number of doctors	150
Number of secretarial staff	75

Solution

Frisbee Enterprise Server
80.000 dictations

THE CHALLENGE

Frisbee has been in use at the hospitals of the Bern Hospital Network AG since 2008. After careful evaluation of the various dictation solutions and some initial experience with digital dictation, the Bern Hospital Network decided to look for a centralized and expandable solution. After an evaluation phase lasting several months, the project management of the Bern Hospital Network chose the **Frisbee Pro** solution. The reasons for this were that Frisbee Pro is first and foremost a local dictation solution that fully supports some existing dictation equipment, which had been purchased as stand-alone solutions over the previous months. Frisbee has extensive workflow management capabilities, which can be configured and used separately for multiple clinics and working processes. During the first twelve months, several clinics then switched to Frisbee Pro and trained their users, who were mostly using analogue dictation solutions, to use Frisbee Pro.

OUR SOLUTION

In June 2009, the Bern Hospital Network decided to switch the hospitals over to a central **Frisbee Enterprise solution**. The merge has been completed for the **five hospitals** and the IT has been centralized.

All licences, data and dictation hardware that had been acquired over recent months could be incorporated and the users (who have now been working with Frisbee for fifteen months) did not have a learning curve for the new situation. After eighteen months, all the clinics of the five hospitals had switched over to Frisbee Enterprise and there are currently nearly 250 users who dictate and write their daily dictations, findings and reports using Frisbee Enterprise. Over **80,000** dictations were produced and written during this period.

“The users are very satisfied with the solution. It's easy to use and it's much more flexible than what we had in the past.”

Manuel Loosli, IT Project Manager, Bern Hospital Network AG

INTERVIEW WITH M. LOOSLI, IT PROJECT MANAGER

What made you pick Frisbee?

The overall “Frisbee” concept persuaded us that we should go for a solution that would also meet our future requirements.

How did you use to handle dictation, and what were the reasons for re-evaluating it?

We have had a variety of stand-alone solutions. Most of the users did their dictation using analogue dictation equipment, and digital devices were used here and there in some of the clinics. Our aim was to centralize this in the longer term and introduce the same solution across the board.

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

Given the numbers of users and dictations, it was important for us that we could first migrate the clinics and the users to a digital solution, which could be expanded to a server-based solution at a later date. The product and its price-performance ratio were extremely important for the management. The merger of the various hospitals into the Bern Hospital Network AG meant that increasing numbers of doctors were working at a range of different locations. A solution that worked across all the hospitals lets us give doctors the capability to send their findings in from anywhere and thereby reduce the processing time enormously.

What advantages can you see today from the Frisbee solution?

The users are very satisfied with the solution. It is easy to use and much more flexible than what we had in the past. From the IT point of view, we are seeing clearly lower administrative and internal support costs. The support from me2me is also very rapid and efficient; the training of staff and employees was handled extremely professionally.

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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