



Patton State Hospital saves over 50% and removes document backlogs with Winscribe Text

The Challenge

Patton State Hospital (PSH) is a major forensic mental hospital operated by the California Department of State Hospitals. Prior to using Winscribe's dictation and clinical documentation solutions, Patton State Hospital was utilizing tape-based dictation and a legacy hardwired telephone dictation system to manage their organization's dictation and transcription processes.

Over the years, PSH's dictation service declined, and their legacy system became problematic and expensive to maintain and upgrade. These issues were further compounded by state budget reductions, which forced them to seek out a new cost-effective solution. That's when PSH began researching alternative solutions and learned about dictation and documentation workflow provider, Winscribe.

"With Winscribe, I have never seen a backlog of jobs requiring transcription."

Marie Williams
HIMD Supervisor
Patton State Hospital

The Winscribe Solution

PSH reached out to Winscribe and was introduced to Winscribe Certified Partner, Zephyr-TEC, whose office is located in close proximity to the State Hospital. Winscribe and Zephyr-TEC presented PSH with Winscribe Text, a robust clinical documentation solution that supports dictation and speech recognition, as well as advanced document and workflow management processes.

Along with mobile and PC-based recording options, Winscribe Text also supports dictation by means of an advanced telephony technology – enabling a smooth transition from their previous legacy system to Winscribe.

In addition to being able to transition smoothly from their existing system and minimizing workflow disruption for staff, PSH was also intrigued by the lower cost of ownership with Winscribe Text, which was less than 50% of the estimated costs to upgrade their previous system. Moreover, the close support via Zephyr-TEC provided an extra incentive. Renee Griffith, Owner of Zephyr-TEC, explained: "When PSH saw the initial quote for Winscribe Text and the ongoing maintenance and support options, they decided to see a demo immediately – as it was very cost effective for the State."

Griffith went on to say that:

"We hosted a demonstration, and PSH's team was very interested in Winscribe Text's workflow, QA, dictation, and document templating features. I still remember the reaction that the transcription support team had when they saw Winscribe Text's dashboard, which showed all of the workflows, bottlenecks, status, production, etc. They looked at each other and asked how quickly they could get their hands on the system."

Following a thorough review of different solutions and a positive introduction to Winscribe's offering, PSH decided that Winscribe Text would best meet their needs and moved forward with the acquisition.

"Winscribe Text is now accessed and used by our internal transcription department, social workers, psychologists, and a variety of internal medical service physicians that conduct X-rays, GI treatments, medical consultations, and other services," described Marie Williams, Health Information Management Department (HIMD) Supervisor and former Transcription Supervisor at PSH.

Bottom Line Results

Following a successful implementation of Winscribe Text, PSH has seen a number of benefits including: a new easy-to-use system that is accessed across multiple departments, reduced costs of ownership, and improved documentation management.

Ease of Use

While Winscribe Text's user dashboard is comprehensive and provides functionality beyond what PSH's previous system provided, it was designed to be user intuitive and easy to learn and use quickly. Williams mentioned: "I didn't care for our previous dictation system at all. With Winscribe, once I learned it, I loved it. It's really very easy to use and has helped our team become more productive."

Reduced Costs

The State of California was undergoing budget reductions during the time when PSH was utilizing their previous dictation system. This led to PSH having to cut their annual maintenance contract for their previous telephone-based system. So when problems arose with their legacy system, the fees to fix their issues were quite large. "Even though Winscribe Text provided more features and value for PSH, it cost less than half of the estimated upgrade and maintenance fees associated with their previous system – saving PSH thousands of dollars," discussed Griffith.

Improved Document Workflow & Management

With Winscribe Text, PSH was able to dramatically improve document creation, process workflow, and overall management.

When physicians send work to be transcribed, PSH is able to systematize priority jobs with Winscribe Text, so transcriptionists know what work is required sooner. Williams explained: "Certain jobs are required to have a faster turnaround. For example, admissions, X-ray reports, and death summaries are typically required to be transcribed within 24 hours, whereas social worker and psychology reports can be completed within 5 days."

With Winscribe Text, the team at PSH were also able to streamline document creation through the use of predefined document templates that are automatically tied to specific job or report types, as well as improved workflow capabilities that assist in reducing bottlenecks in report completion. "With Winscribe, the backlog of jobs needing transcription has dramatically reduced, as compared to our previous dictation system. Also, this takes into account that we had more transcriptionists on staff at the time we used the old system. With Winscribe, I have never seen a backlog of jobs requiring transcription," commented Williams.

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Renee Griffith
Owner
Zephyr-TEC

Benefits

- Easy to use clinical documentation system
- Ability to utilize custom document templates
- Reduced document backlogs
- Enables the ability to quickly identify prioritized jobs or report types
- Improved document turnaround time
- Generated more than 50% cost-savings

About Us

Patton State Hospital

The Department of State Hospitals - Patton is a major forensic mental hospital operated by the California Department of State Hospitals. The hospital was first opened in August 1, 1893, and in 1927 it was renamed Patton State Hospital after a member of the first Board of Managers, Harry Patton of Santa Barbara. Patton State Hospital has a licensed bed capacity of 1287 for patients who have been committed by the judicial system for treatment. Currently the hospital is fully accredited by the Joint Commission on Accreditation of HealthCare Organizations (JCAHO). Learn more at www.dsh.ca.gov.



Zephyr-TEC

Zephyr-TEC Corp., founded in 1993, is focused on providing its healthcare clients with best-of-class dictation and transcription workflow, document management, HIS application integration and speech recognition solutions that work together to reduce costs and improve overall productivity. Our experience, consulting and professional services are based on more than 20 years of real world deployments of these technologies. At Zephyr-TEC, we innovate enterprise-wide, custom, and world class workflow solutions. Let Zephyr-TEC help you "harness the power of speech" today! Learn more at www.zephyr-tec.com.



Winscribe

Winscribe is a world leading provider of speech productivity technology supporting business requirements for digital dictation, transcription, speech recognition, speech-enabled documentation, and workflow management. Founded in 1995, Winscribe has offices in the USA, UK, New Zealand, Australia and Switzerland, with more than 100 sales partners in over 25 countries supporting more than 350,000 users worldwide.



The Winscribe solution is built on Microsoft architecture, to ensure easy integration and maintenance. Winscribe also supports a wide range of manufacturer-independent dictation devices and is scalable from small, single office locations up to large multinational corporations. Winscribe is fully customizable to meet the needs of a number of significant vertical markets including Legal, Law Enforcement, Healthcare, Transcription, Insurance and Government Sectors. Learn more at www.winscribe.com.

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