

CENTRE HOSPITALIER UNIVERSITAIRE DE QUÉBEC



The Centre hospitalier universitaire de Québec (CHU de Québec) is the largest health center in the province, serving a population of nearly two million people in eastern Quebec and parts of northeastern New Brunswick. The center has roots dating back to 1639, the Hôtel-Dieu hospital is one of the five that make up the CHU de Québec healthcare network and was the first hospital to be founded in North America. The remaining four hospitals share equally rich histories dating back to the early 1900's, some starting out as medical and nursing schools, others specializing in maternity and veterans care. Offering general, specialized and highly specialized care, the CHU de Québec is also comprised of four clinics including a child psychiatry clinic, a mental health treatment center in the community, an operational stress injury clinic and the Maison Paul-Triquet, a long term care center for veterans.

The center sees approximately 237 469 emergency department visits as well as 618 965 consults per year. With such a large patient load it is no surprise that Radiology recently began experiencing documentation slowdowns. There were long transcription lead times and lengthy turnaround times for priority dictations. With many departments relying on radiology reports to supply quality care, the delay of reports was causing a bottleneck throughout the facility. The situation needed to be resolved quickly and to make matters worse, the facility was plagued with a shortage of qualified transcription resources.

The CHU de Québec developed a plan to facilitate the work of transcriptionists by creating an optimal workflow that would improve productivity. Ultimately, the best course of action was to equip radiologists with back-end speech recognition to ease some of the strain off of transcription. Choosing Crescendo technology to accomplish their goals ended up being an easy decision, "Not only was Crescendo the only vendor on the market to offer the complete solution that we needed, but the Crescendo centralized dictation system, DigiScribe-XL, was already running across the entire CHU network," explains Mme Marie-Claude Lapointe, DTI Project Manager.

"CRESCENDO WAS THE ONLY VENDOR ON THE MARKET TO OFFER THE COMPLETE SOLUTION THAT WE NEEDED"

Today there are 150 radiologists using back-end speech recognition in the same way they would dictate a traditional report. Once complete, there is a pool of 20 transcriptionists ready to quality check or correct the auto-generated document.

"After a slight learning curve the transcriptionists quickly adapted, they've learned to better control the new system and harness the power of the productivity tools," continues Mme Lapointe, referring to MedRite-XL's wealth of time-saving features.

The productivity of the transcriptionists has improved, documents are available faster than ever and, thanks to speech recognition, the facility has overcome the shortage of transcription resources.

"WE ARE SATISFIED WITH THE SYSTEM AND WOULD DEFINITELY RECOMMEND IT WITHOUT HESITATION. IN FACT, WE DO SO QUITE REGULARLY."



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