

PHILIPS

Dictation

Quick tips

How to improve the healthcare industry's vital signs



An emergency-room situation

The shot in the arm the healthcare industry needs?

For several years now, well-trained professionals in the medical sector have become somewhat of an endangered species, becoming increasingly rare and scarce. The global COVID 19 pandemic has made this situation worse as the industry has been under unparalleled strain. Combined with dynamic industry shifts such as changing health system business models and the rise of outcomes-based care, physicians, nurses, administrators, and other healthcare professionals have been under mounting pressures (serving growing volumes of patients, being constantly understaffed, not having ample space, resources, and tools, etc.).

These growing pressures have in turn driven a mass exodus from the sector. To illustrate, a recent Washington Post-Kaiser Family Foundation survey reported that three in ten healthcare workers are considering exiting the field, putting heavier burdens on those who remain.

COVID 19 has only added fuel to the fire, with a sudden and simultaneous increase in patient handling and a decrease in the number of medical professionals qualified to do so.

In fact, the American Hospital Association has published a new fact sheet highlighting this sobering trend – among its many staggering statistics, it is estimated that America will have a deficit of 124,000 physicians by 2033, and will need to hire at least 200,000 nurses per year to as retiring nurses leave the workforce.

Hospital management faces the challenge of making more diagnoses with fewer staff members, ensuring profitability, and at the same time creating working conditions for existing and new employees that support them holistically in their physical, emotional, and mental well-being.

Tech solutions that run the gamut, from the waiting area to the exam room

These challenges may be significant, but they are far from insurmountable with the right supporting technologies, and there are ways organizations can thrive in the post-pandemic healthcare landscape even as many are pushed to do more with less.

Leading-edge speech-to-text solutions exemplify how many healthcare professionals are achieving this, and have proven to be helpful in alleviating many operational “ailments” in the healthcare industry. These tech-enabled tips can reap huge benefits for organizations, physicians, nurses, support staff – and most importantly, patients.



Quick tip 1

Burning the candle at both ends?

Physicians and transcriptionists can be more productive and more likely to maintain a healthy work-life balance using voice solutions designed for the specific needs of the industry. Speaking notes, instructions, and other data instead of typing them or perusing lengthy on-screen menus, getting information more quickly into EHRs, and completing other tasks within daily workflows are just a few ways examples of how these technologies reduce overall the time spent on documentation and administration.

This in turn helps mitigate excessively long shifts or overtime, both of which are major contributors to burnout (pre-COVID, a [Merritt Hawkins survey](#) had indicated a whopping 78% of doctors suffered symptoms of burnout, which has been exacerbated by the pandemic).



Quick tip 2

Balancing the 'see-saw' of workloads

Speech-to-text solutions can be utilized via either an interdepartmental or intradepartmental approach, depending on the needs of the particular team, practice, or organization. Using a centralized system to gather and share data eliminates the need for sending emails back and forth, can save recordings directly into healthcare information systems (HIS), and enables reliable and easy patient-to-file assignment, to name a few pertinent use cases for voice technologies.

Optimizing shared resources such as transcriptionists or administrative staff is another key benefit, as multiple team members can more equitably and efficiently share workloads rather than causing bottlenecks and overburdening individuals. Ultimately, when resources are optimally utilized, operational efficiencies, as well as employee satisfaction and well-being, are all better supported.

Quick tip 3

Paging high performance and high security

Telehealth and virtual visits or consultations have been on the rise for several years and are now a staple of the post-pandemic landscape. And beyond diagnostic work, many administrative functions can now be completed remotely – in many cases, this is the standard and expectation of how high-performing medical professionals function today. Further, many of today's healthcare professionals do not work from a single physical location, but instead, divide their time between different hospitals or clinics.

This is where cloud-based voice tools with enterprise-grade security capabilities can make important positive impacts. They not only make it possible to do achieve remote work seamlessly, but also provide peace of mind that patient data and other sensitive information remains private through features such as E2E encryption, secure cloud storage, and data transfer, role-based access, and others that support compliance with various regulatory requirements.



Quick tip 4

(More easily) pivoting for patient outcomes

Flexibility and agility are the name of the game in today's world, across every sector whether consumer or commercial – this is arguably more important in healthcare than any other field.

Here too, speech-to-text technology that can be used across on desktops, laptops, and mobile, across platforms and devices, is extremely beneficial. For example, physicians can speak notes (instead of writing or typing them) and have them automatically processed, finalized, and properly routed. Overall workflows for managing the many pieces of information needed to complete EHRs, insurance requests, regulatory requirements, and other documentation are also much smoother with the help of these technologies.

And when staffing gaps or other unexpected situations arise, speech-to-text solutions ensure workstreams are still supported and continue uninterrupted. The end result of all of this is the most precious commodity: time. More time spent with patients – and specifically, more attentive, quality time – drives better outcomes.





An ounce of prevention is worth a pound of cure

The term “healthcare heroes” was coined for a reason and should not be taken lightly. The challenges faced by those in the healthcare industry are not to be minimized or downplayed. But where appropriate, industry-specific and purpose-built technologies such as advanced voice solutions can make a substantial positive difference in the way organizations operate and the overall well-being of medical professionals across the spectrum of roles and specialties.

Interested in learning more about how these solutions can help you? Visit us to find real-world examples of how healthcare teams have leveraged powerful voice tools to benefit their organizations, their employees, and their patients.

www.philips.com/dictation

