



@Pnel4922Nel

## How Mackay is using voice recognition to free up time for patient care

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## Acknowledgement of Traditional Custodians

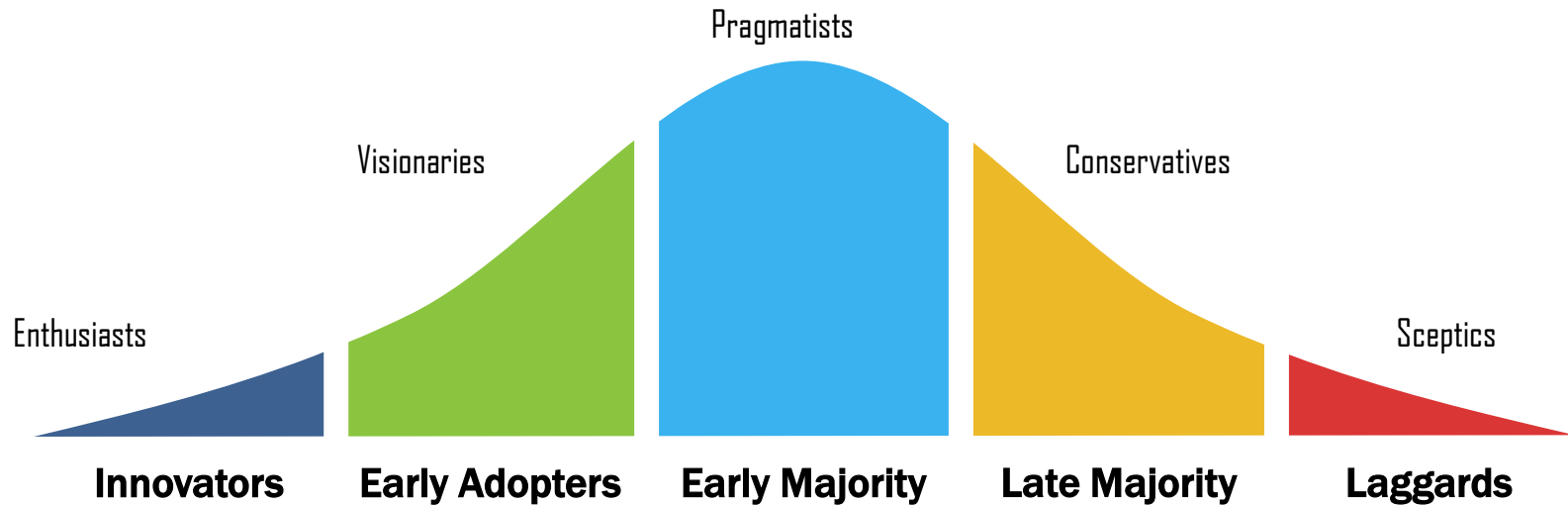
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*The Mackay Hospital and Health Service would like to acknowledge the Traditional Custodians of the land on which our organisation is located and where we conduct our business. We pay respects to Elders past, present and emerging.*

Mackay – Yuwi People | Bowen – Juru People | Cannonvale – Ngaro People | Collinsville – Birriah People | Clermont – Wangan Jagalingou People | Dysart – Barada Barna People | Glenden – Wiri People | Middlemount – Barada Barna People | Moranbah – Barada Barna People | Proserpine – Gia People | Sarina – Yuwi People

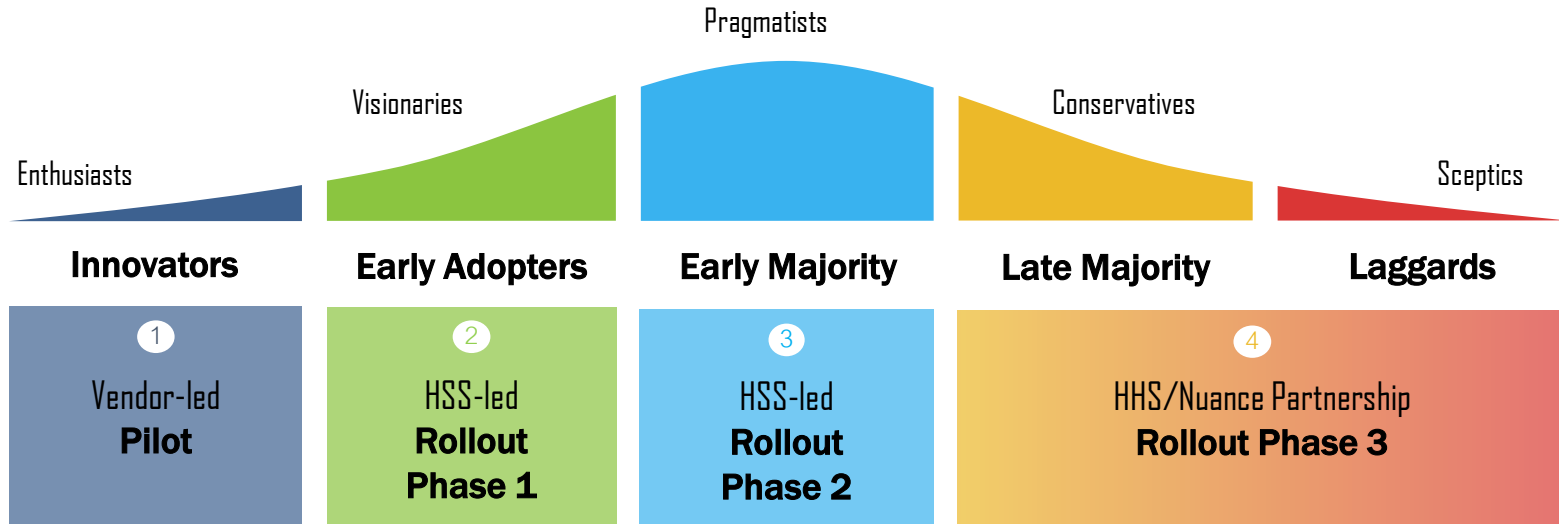


## What we recognised about our incredible workforce prior to implementation





## Our approach to enabling the change



Consistently communicating the case for change and progress against our goals



Enthusiasts

**Innovators**

1

Vendor-led  
**Pilot**

## Devices



## System use

Cerner

CIMHA

Metavision

Emails

Documents

Statements

Referrals

# MEDINFO23

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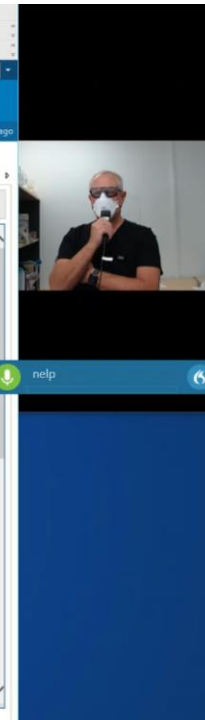
Visionaries

Early Adopters

2

HSS-led  
Rollout  
Phase 1

The screenshot shows a medical EMR system interface. At the top, there's a navigation bar with various icons and a search bar. Below that, the patient's information is displayed: TRAIN, TRAIN08, JRN:MBH 999977, DOB:02 Feb-1965, F: 57 years; Wt: 80 kg 20-Apr-2022, No eAR, Emergency (17-Jan-2022 12:50:39 AEST - 17-Jan-2022 16:39:49 AEST), Location:MBH E 0 EMER, QAS BZ, Allergies: vancomycin, morphine, Alerts. The main content area is divided into a list of notes on the left and a detailed view of a selected note on the right. The list of notes includes entries like 'Progress Notes Emergency', 'ED Initial Note', 'Patient Letter', and 'Physio Output Initial Ax'. The detailed view shows the content of a 'Final Report' note, including sections for 'Presenting Complaint', 'History of Present Illness', 'Medical History', 'Surgical History', 'Family History', 'Social History', 'Medication Hx', 'Physical Exam', and 'Allergies'.





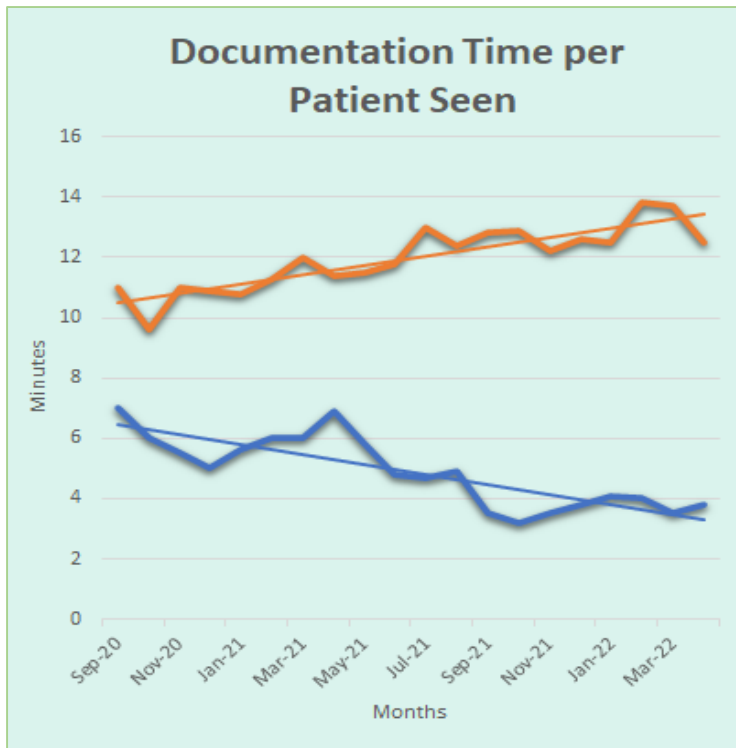
Pragmatists



Early Majority

3

HSS-led  
Rollout  
Phase 2



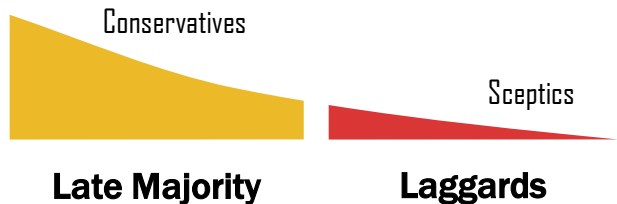
QH State-wide  
Network

Mackay

## QH R4 ED Doctors (FirstNet) and Mackay Pilot R4 ED Doctors (FirstNet)

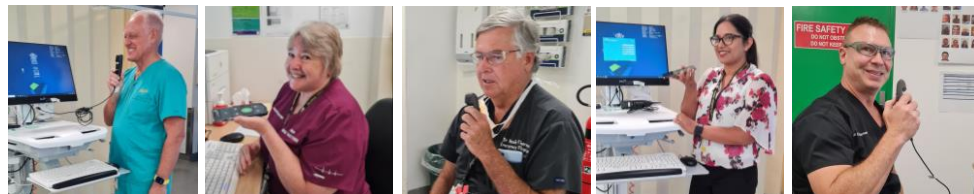
### It's not all about the data

- The clinician's wellbeing is critical
- Leaving work on time
- Junior supervision and support
- Reducing Fatigue & Burnout
- Taking Breaks
- Creating a balance



4

HHS/Nuance Partnership  
**Rollout Phase 3**



## Focus on Emergency Department – all Senior Medical Officers (SMOs) trained





## New functionality in use



### Time Stamp

[ Current Date and Time ]

10-May-2023 13:33:00

Record time stamp at the click of a button using:

- ieMR Tokens
- DMO Step by step command
- Programmed microphone buttons

### Outpatient Letters

Select clinicians dictate letters using DMO in ieMR



Clinician forwards letter to Typist Message Pool



Typist formats and distributes letter



### PowerPlans

PowerPlans ordered via voice command or at the click of a button

MBH ED UTI/Pyelonephritis Adult

MBH ED Chest Pain Work Up Adult

MBH ED Sepsis Work Up Adult

MBH ED Headache/Migraine Adult

Order time reduced from minutes to seconds.

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## Dragon Medical One - Overview Page



**License**




License Allocation - Staff allocated a License, date granted and what groups allocated to.

[License Allocation - Click Here](#)

License Utilisation - Total Licenses trained/granted per month, current total of license being utilised and license targets.

[License Utilisation - Click Here](#)


**Adoption**



Adoption Overview - Overview of DMO users usage. This data will help monitor when a user has last logged in, how many sessions DMO is being utilised for, if more training/follow up is required for user and an auditing aspect for staff that have left MHHS.

[Adoption Overview - Click Here](#)

**Auto Text**




Auto Text Visuals - Overview of the usage of auto text by visuals.

[Auto Text Visuals - Click Here](#)

Auto Text Users - Overview of the usage of auto text by users.

[Auto Text Users - Click Here](#)

**Words Dictated**



Words Dictated Visuals - Overview of the usage of word dictation by visuals.

[Words Dictated Visuals - Click Here](#)

Words Dictated Users - Overview of the usage of word dictation by users.

[Words Dictated Users - Click Here](#)

**Value and ieMR**

Estimated Potential \$ Saved

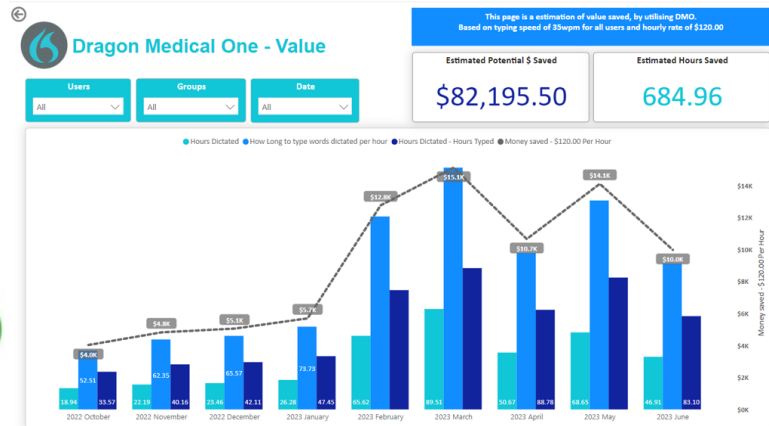
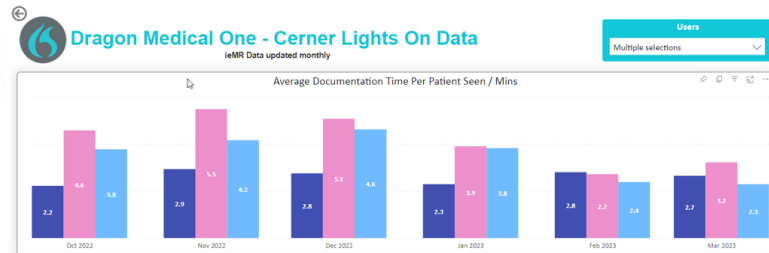
**\$82,195.50**

[DMO Value - Click Here](#)

ieMR Data - Average time saved on documentation and time spent in ieMR per patient (ED SMO's Only).

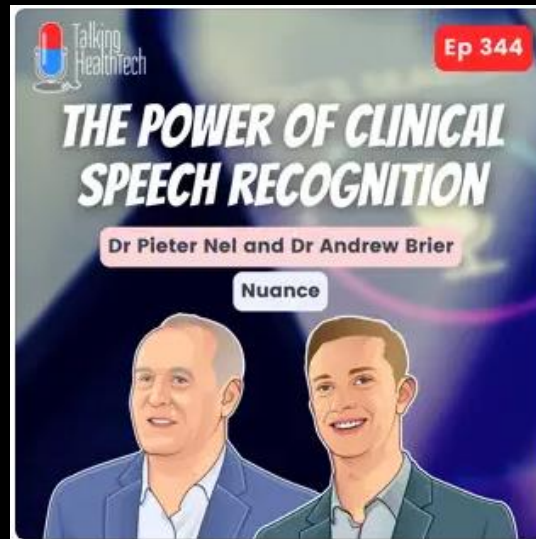
[ieMR Data - Click Here](#)

Last Refresh  
20/06/2023 09:29:02





# “Thank you”



**Listen to the Live Podcast**



**DAS**  
Digital Application  
Specialists