

AVAILABLE WHEREVER, WHENEVER: SPEECH RECOGNITION IN THE CLOUD



Mert Öz (Oez) is Platform Product Manager at Nuance Communications, Inc. and is responsible for the 360 I Development Platform. The newest projects under his lead involve speech-based information capturing in healthcare regarding better communication with speech via computer interaction, interoperability and user friendliness. Prior to this role Mert was Innovation Product Manager, and Solutions Program Manager at Philips Speech Recognition Systems, heading the development of a front-end speech recognition program for Radiology. This solution was ranked first in KLAS Ranking in the US for several years. Mert works from the European Nuance Healthcare headquarters in Vienna, Austria.

Entering the age of mobile documentation, Nuance has given its speech recognition platform a complete overhaul. Mert Öz, product manager at Nuance Healthcare, explains the latest changes in hospital speech recognition.

Why is speech recognition becoming more and more important for hospitals?

One of the main problems hospitals are struggling with right now is the lack of usability in their documentation systems. The only way for healthcare professionals to meet the requirements of work in a modern hospital environment is to spend as little time as possible on capturing information and searching for data. Speech recognition can contribute significantly to a streamlined documentation workflow.

Does this also apply to mobile documentation?

Even more so. The best way to save time spent on documentation while also improving accuracy is to capture the data directly at the point of care. That does not necessarily mean at the patient's bedside, but the information should definitely be entered during or right after patient contact.

How does the new Nuance offering accommodate the requirements of mobile documentation?

The crucial factor is that the new 360 I Development Platform makes it extremely easy for our partners to speech-enable practically any clinical application they want. In the domain of mobile documentation this includes, for example, all iOS devices as well as all Android devices. To give you an idea of the dimensions we are talking about: before, integrating speech recognition functionality into a hospital information system took several work weeks or even months, and was error-prone even then. We have managed to simplify and speed up this process enormously; what used to take weeks or months can now be done in just a few days. Speech recognition quality stays the same though – we are not making any

compromises with regard to real-time recognition, recognition accuracy or the learning algorithms.

How does the user benefit from this?

Speech recognition improves the accessibility and usability of hospital IT systems. The introduction of the new cloud-based solution minimizes integration and roll-out times. By taking speech recognition into the cloud, capturing information via speech is now possible immediately, always and throughout the hospital. This makes the user's life considerably easier and highlights the benefits of speech recognition: easier, more efficient and accurate documentation.

What does a hospital that wants to implement speech recognition as a cloud-based application need?

In many countries the law requires patient data to stay within the hospital. To meet this requirement, each hospital can implement its own private cloud, which essentially only requires a designated server, a simple thing really. Our first pilot projects were able to complete the installation in half a day. The required server capacity depends of course on the number of users it will support. Overall, though, it will require less CPU cores than a Citrix implementation. As a rule of thumb, you will need one CPU core for every three to four users dictating at the same time. A regular blade server will therefore easily be able to serve a population of 100 to 200 users.

When can customers expect the introduction of cloud-based speech recognition?

We start in February 2012 for all markets outside North America.

For more information on the Nuance Healthcare solutions and services outside North America: healthcare.speechrecognition@nuance.com, www.nuancehealthcare.eu

This is a HealthTech Wire interview. © so2say communications. All rights reserved. Abstracts can be used in articles provided that HealthTech Wire is mentioned as the source. The introduction paragraph may be freely used to link to the original text on HealthTech Wire. Please contact us if you require further rights of usage.