

Voice Recognition Cascade Training Overview

This course utilises a 'Cascade / Train the Trainer' approach in order to enable the customer to acquire the knowledge and skills required to successfully implement and support Dragon Voice Recognition with the CRIS System, and to appropriately train the required end users.

Wellbeing Software can offer End User VR training although it is not our recommended approach as from experience this often proves impractical in terms of cost, since although Wellbeing Software can train up to 3 reporting clinicians per day, the customer typically cannot schedule clinicians in such volumes and cannot fully utilise the time allocated.

Consequently - One or Two Key Users will be taught how to use CRIS with Dragon Voice Recognition so that they can train users as and when convenient and provide on-going internal support. The key users should be selected with this in mind and be prepared to offer this continued support to their department.

COURSE NOTES / GUIDANCE

- ✓ **TRAINING IS ONLY AVAILABLE ON DRAGON 11 or above** - CRIS software is fully integrated with Dragon Software, making the transition to Voice Recognition much easier, smoother and more open to success than ever before. This is due to improved Dragon recognition, imbedded macro commands, and a fixed VR focus via CRIS reporting screens when using PACS.
- ✓ **KNOWING WHAT TO EXPECT** – When well trained and implemented Voice Recognition can have a significant, positive impact on the department. Reports are more rapidly available than the traditional Dictaphone/Digital Dictation and Transcription (by Secretaries) approach and consequently VR provides a much more time and cost effective method of Reporting.

However, it is also essential to recognise that VR reflects the efforts of the Individual Reporting Clinician and is a very different way of working to the traditional approach. So long as the customer understands the impact of a transition to VR, and the fact that it typically takes 2-3 months to successfully cross from one medium to the other, the long term results should be significant in terms of increased productivity and reduced turnaround times. A phased approach is also recommended by moving from modality to modality until the process is complete.

Unfortunately, if the customer underestimates the change in working practice, the effort involved in Training everyone, or most commonly has an unrealistic impression of how Voice Recognition actually works you will have poor results. VR isn't perfect from Day One it improves through use and needs to be appropriately phased in - otherwise you run the risk of introducing negative impressions of VR due to a lack of training which is often very difficult to overcome later.

- ✓ **CHOOSING VR CASCADE TRAINERS** – Although Radiologists are inevitably very interested in Voice Recognition, they are rarely able to dedicate the time required to be an active part of the roll out and do not as a result

make the most effective Cascade VR Trainers. Sites who have found success implementing VR have allocated trainers who are dedicated to delivering VR training and providing support as a key part of their role - often the RIS System Manager and, or Key User(s) such as Reporting Radiographers / Sonographers. In this model Radiologists are then on hand to provide consultancy on changes in reporting working practice but are only formally committed to receiving rather than delivering VR Training, providing a better balance in terms of their day-to-day clinical commitments.

✓ **MAXIMUM NO. OF DELEGATES PER SESSION**

CRIS Voice Recognition Cascade training can be delivered to a **Maximum of 2 Delegates** per day either off site at Wellbeing Software offices, or on-site at a location arranged by the customer. Each session is undertaken 1to1 due to the nature of VR requiring reporting clinicians to talk directly to Dragon, which makes group sessions impractical and unsuccessful.

*****IMPORTANT PLEASE NOTE*****

Delegates who have no previous CRIS or Radiology based experience WILL NOT BE ELIGIBLE to attend this course and Wellbeing Software reserve the right to refuse attendance to anyone who does not meet this pre-requisite.

TRAINING PRE-REQUISITES – IT / PACS WORKSTATION CONFIGURATION ACTIONS

Full details of all pre-requisites will be supplied by Wellbeing Software upon requesting/ordering this course via RIS_TCL310_Training Checklist_Cascade_VR.doc. However, for reference the customer will need to complete the following installation and set-up tasks **at least 5 working days** prior to the start of Training.

- ✓ **EXCLUSIVE USE OF A REPORTING ROOM WITH CRIS > PACS WORKSTATION DURING TRAINING SESSIONS OR A PC WITH DRAGON INSTALLED IS ALSO ACCEPTABLE.**
- ✓ **IT TO SET UP A SHARED FOLDER ON THE TRUST NETWORK**
- ✓ **INSTALL DRAGON AND ENABLE ACCESS TO SHARED FOLDER ON (ALL) WORKSTATIONS.** You may need to contact your PACS provider to arrange for them to install the software on PACS workstations and or to enable access to the shared folder due to workstation security restrictions.
- ✓ **ENABLE ROAMING IN DRAGON ADMINISTRATION SETTINGS** and enter the network location of the shared folder for the Primary and Back-Up locations.
- ✓ **CREATE A LOCAL SET-UP USER**
- ✓ **UNDERTAKE THE DRAGON SOUND AND VOLUME SET UP**
- ✓ **CREATE A NEW ROAMING USER ON DRAGON**
- ✓ **UNDERTAKE DRAGON GENERAL TRAINING – HOW TO TALK TO YOUR COMPUTER.**

CRIS > DRAGON VOICE RECOGNITION - COURSE OVERVIEW / TIMETABLE

- 0900 – 1000 **CRIS Trainers Arrival and Training Set-up** (ensuring that the software is installed, and Roaming Profiles have been set-up before commencing the course)
- 1000 – 1300 **Cascade VR Training Session - 1st Delegate 1to1 Training**
- 1330 – 1630 **Cascade VR Training Session – 2nd Delegate 1to1 Training**

Please do not schedule any more than 1 delegate per session, and 2 delegates per day to attend the CRIS course as this is the maximum number which can be catered for during training.

COURSE OBJECTIVES

The course aims to introduce the main features of the Dragon Medical when used in conjunction with the CRIS system as follows:

1. Verifying / Correcting System Configuration including Administrator Settings for (Cascade Session)
2. Creating a User Profile
3. Undertaking General Training
4. Creating Personalised User Commands
5. Activating CRIS and Dragon Integration
6. Using Dragon with the CRIS Report Editor
7. Using CRIS Commands and Dragon Editing
8. Using the Vocabulary Editor
9. Overview of relevant Dragon Menu's
10. Best Practice, Correction, Troubleshooting & FAQ'S
11. Essential System Admin & Housekeeping (Cascade Session)

CANCELLATION POLICY

It is important to note, that once Wellbeing Software and the customer have formally agreed on the date for training, the customer will be liable for the whole fee / equivalent training days unless we receive written notification of cancellation.

For bookings cancelled two or more weeks before a course is due to start, 100% per cent of course fees paid will be refunded to the applicant.

No refund will be made for bookings cancelled less than two weeks before the event, except in exceptional circumstances and then only at the discretion of Wellbeing Software.

Wellbeing Software also reserve the right to cancel and charge for any training where the customer does not formally confirm that the above actions have been undertaken by the training deadline, or in the event it transpires that despite formal confirmation the set-up is not as required upon arrival.

Document Control

Title	VR Cascade Training Course Overview		
Owner	Wellbeing Training Manager	Date Created	14/05/2019
File Ref.	CRIS_CGD310_Voice_Recognition_Course_Overview_WS_V1.0.docx		
CRIS Version	2.09.10p Onwards		
Change History			
Issue	Date	Author / Editor	Details of Change
V1.0	26/09/2007	Emma Savage-Mady	Wellbeing Software Rebranded First Issue
Review Date		14/05/2021	