

Case Study: The Wellbeing Services County of Keski-Uusimaa

Enhancing Efficiency and Accessibility with Centralised Dictation and Speech Recognition



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Introduction



The Wellbeing Services County of Keski-Uusimaa set out to modernise its fragmented documentation systems. With growing demands on clinical staff and increasing delays in transcription workflows, the region needed a unified solution to improve efficiency, reduce costs, and enhance care delivery. By partnering with Diktamen, Keusote implemented a centralized dictation and speech recognition platform—bringing consistent workflows, real-time reporting, and greater flexibility to professionals across all service areas.

OVERVIEW

Users: Approximately 500 professionals **Annual Volume:** Around 20,000 dictations

Scope: Healthcare, social care, rehabilitation, and related service units

Population Served: 200,000 patients annually



The Challenge



Keusote previously operated with isolated transcription workflows and processes across its cities, municipalities, and central hospital. These mixed methods and processes caused several issues:

- Fragmented workflows and limited system-wide visibility
- Delays in transcription services impacting patient documentation
- Difficulties in training new staff and retaining experienced secretaries
- Inconsistent service delivery and no reporting
- Rising operational costs tied to the complicated infrastructure





DIKTAMEN DIGITAL DICTATION + SPEECH RECOGNITION WORKFLOW

To unify and modernise its documentation process, Keusote partnered with Diktamen to deploy a fully integrated solution.

The contract included:

- A centralised dictation workflow management system
- Frontend and backend speech recognition tools
- A mobile application integrated for flexible dictation and transcription
- Seamless integration with the EHR and other systems

The platform captures essential clinical context—patient information, service events, specialty views, and location data—directly from EHR to support accurate, efficient documentation.

IMPLEMENTATION

The deployment was smooth and on time. Custom integrations ensured the system worked in harmony with the county's existing digital ecosystem, enabling a rapid transition with minimal disruption.





Results & Impact



SYSTEM FRAGMENTATION

Unified dictation and speech recognition platform across all units.

TRANSCRIPTION TIMELINESS

Improved turnaround time, ensuring timely patient documentation.

STAFFING CHALLENGES

Reduced pressure on secretarial teams through increased automation.

REPORTING & OVERSIGHT

Real-time visibility supports planning, supervision, and quality control.

COST EFFICIENCY

More predictable and lower operational costs compared to previous systems.

PROFESSIONAL PRODUCTIVITY

Doctors and staff benefit from faster documentation tools.



Why It Worked

- Tailored integrations aligned with Keski-Uudenmaa's digital infrastructure
- Centralised platform replaced fragmented tools with consistent workflows
- Real-time EHR integration eliminated duplicate data entry
- Flexible use of speech recognition supported various documentation styles
- Strong implementation support ensured adoption across care settings

"One of our digital priorities was to let professionals experiment with speech recognition. We saw its value especially in longer, simpler documentation like child welfare plans. The Diktamen solution made that possible."

-Noora Nuutinen, ICT Development Manger, Keusote





Key Benefits



- Faster availability of patient documents to support timely care
- Lower direct personnel costs through improved transcription efficiency
- A single system for managing dictation, reporting, and resource planning
- Scalable approach to speech recognition usage across departments
- Strong foundation for future innovation in clinical documentation

Conclusion

By centralising its dictation workflows and integrating advanced speech recognition, the Wellbeing Services County of Keski-Uusimaa successfully transformed its previously fragmented documentation processes into a streamlined, efficient system.

Partnering with Diktamen enabled faster turnaround times, reduced operational costs, and alleviated staffing pressures—all while improving the availability of critical patient documentation. Real-time reporting and seamless integration with the county's EHR provided the visibility needed to optimise workflows and support better care delivery.

With a scalable solution now in place, Keusote has established a solid foundation for continued digital innovation, ensuring both professionals and patients benefit from more efficient and accessible clinical documentation.

The Wellbeing Services County of Keski-Uusimaa

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