



Case Study: The Wellbeing Services County of Lapland

Centralising Dictation & Speech Recognition Across a Regional Healthcare System



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EFFECTIVE PRACTICE

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Chapter 1

Introduction



The Wellbeing Services County of Lapland undertook a major digital transformation to unify its fragmented dictation and transcription systems.

With growing demands across healthcare, social care, and rehabilitation services, the county needed a scalable, efficient, and reliable solution to manage clinical documentation.

Diktamen was selected to deliver a centralised dictation workflow management system with integrated speech recognition—enhancing productivity, improving document turnaround times, and enabling data-driven decision-making across the entire region.

OVERVIEW

Users: Approximately 1,000 professionals

Annual Volume: Around 250,000 dictations

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



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Chapter 2



The Challenge

Lapland's wellbeing services county operated with fragmented, local dictation systems across cities, municipalities, and the central hospital.

The issues included:

- No unified reporting or system-wide visibility
- Delays in transcription turnaround
- Difficulty recruiting and retaining skilled secretarial staff
- Inconsistent delivery standards and rising operational costs

Chapter 3



The Solution

DIKTAMEN DIGITAL DICTATION + SPEECH RECOGNITION WORKFLOW

Diktamen delivered a centralised dictation and speech recognition solution, customised to support the full range of county services.

The contract included:

- A centralised dictation workflow management system
- Frontend and backend speech recognition
- Direct integration with the county's EHR and related systems
- A mobile application integrated for flexible dictation and transcription workflows

The solution collects and processes real-time data from the EHR, including patient details, service events, specialty views, and department locations—streamlining clinical documentation across the board.

IMPLEMENTATION

The implementation process was seamless and delivered on schedule. Integration with the EHR allowed the software to operate as a native component of clinical workflows, reducing manual entry and streamlining end-to-end documentation.



Chapter 4

Results & Impact



DICTATION SYSTEMS

Unified across all units under one platform.

DOCUMENT TURNAROUND

Significantly improved — always on time.

TRANSCRIPTION DELAYS

Reduced, improving quality and responsiveness.

REPORTING & SUPERVISION

Real-time visibility enabled data-driven planning.

SYSTEM COSTS

Reduced compared to legacy infrastructure.

PRODUCTIVITY

Increased for secretaries and clinical professionals alike.

STAFFING STRAIN

Lowered reliance on temporary or hard-to-hire secretaries.

Why It Worked



- Customised workflows and integrations tailored to local systems
- Seamless connection to the EHR for immediate data access
- A single platform standardising performance and reliability
- Flexible use of speech recognition and transcription services based on context
- Improved resource planning through centralised supervision and reporting

“The dictation workflow system helps us see where speech recognition works best and where transcription is still needed.”

— Vesa-Matti Tolonen, CIO, Lapha

Chapter 5



Key Benefits

- 01** | Standardised and streamlined documentation processes
- 02** | Faster patient care delivery through timely documentation
- 03** | Lower costs and higher productivity compared to legacy systems
- 04** | A single view of transcription workloads across the wellbeing services county
- 05** | Better use of internal resources

Chapter 6

Conclusion

The Wellbeing Services County of Lapland's transition to a unified dictation and speech recognition platform marks a successful leap forward in modernising clinical documentation across a broad regional healthcare system.

By centralising workflows, integrating with core clinical systems, and enabling flexible, speech-driven documentation, Diktamen's solution has delivered measurable improvements in turnaround times, resource efficiency, and cost-effectiveness. The project not only enhanced day-to-day productivity but also empowered the county with real-time insights to support smarter planning and better patient care—laying a scalable foundation for future digital innovation.

The Wellbeing Services County of Lapland

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