

Case Study

How a Pennsylvania County Improved Documentation Speed, Quality, and Staff Adoption

Overview

A county Human Services Department in Pennsylvania—serving a population of over 100,000—implemented SpeakWrite to support documentation across multiple program areas, including:

- Mental Health
- Intellectual Disabilities
- Early Intervention
- Drug & Alcohol Services

With dozens of staff responsible for timely, accurate case documentation, the organization needed a better way to reduce administrative burden while improving consistency and quality.

The Challenge

Before adopting SpeakWrite, staff relied primarily on manual documentation methods:

- Typing case notes directly into internal systems
- Limited use of voice recognition tools
- Frequent need to correct inaccurate auto-transcribed text

This created several ongoing challenges:

- Documentation was time-consuming and difficult to keep up with
- Note quality varied across staff
- Some employees struggled to stay current, leading to backlogs
- Existing voice tools required significant editing and rework

The organization's goal was simple:

Help staff complete documentation faster—without sacrificing quality.

The Solution

SpeakWrite was introduced as a flexible, optional tool for staff.

Users could dictate their notes and receive professionally transcribed, structured documentation—ready for use in their systems.

Common use cases included:

- Case notes from client visits
- Supervisor documentation (meeting notes, emails, internal records)
- General case management documentation

Staff were free to adopt the tool at their own pace, with no required workflow changes.

Key Outcomes:

Faster Documentation Completion

Staff were able to complete documentation more efficiently, reducing backlog and administrative pressure.

“SpeakWrite has made their work easier.” - Department Supervisor

Higher Quality, More Thorough Notes

Compared to typing or voice recognition tools, documentation became more complete and consistent.

“We see very thorough notes and better documentation.” - Department Supervisor

Strong Adoption Among Core Users

While adoption varied, staff who used SpeakWrite regularly became strong advocates.

“Some staff use it regularly and find it much easier to stay on top of their work...They tell me regularly that they will do just about anything to keep this option available.” - Department Supervisor

A Tool for Performance Improvement

Supervisors even used SpeakWrite as part of corrective action strategies for staff who were falling behind.

“We use it as part of corrective action when staff are behind—they need to try this as an option if what they are doing isn’t working.” - Department Supervisor

Why It Worked

- No-risk adoption model (pay only for what you use)
- High accuracy from human transcription (no heavy editing required)
- Flexible usage—staff could adopt at their own pace
- Immediate impact on day-to-day workload

“You only pay for what you use so you have nothing to lose if staff give it a shot and it doesn't work for them.” - Department Supervisor

Adoption Insight

Not every staff member immediately preferred dictation—but those who did saw meaningful benefits.

“It does take some getting used to... but the notes that come out are fantastic.” -
Department Supervisor

What's Next

Based on early success, the department is exploring expanded use cases, including transcription for hearings.

“If this works out as good as I think it will, it may just be a game changer... both in timeliness and quality.” – Department Supervisor

The Bottom Line

For this Pennsylvania county, SpeakWrite delivered:

- Faster documentation
- Better note quality
- Measurable time savings
- Strong internal advocacy from staff

A simple, flexible solution—making a real impact on daily workload.

**This case study reflects the experience of a county Human Services Department. Organization name withheld per request. **