

# Nebraska Medicine improves quality of care, increases physician satisfaction.

Physicians complete higher-quality notes faster and more effectively with cloud-based clinical documentation solutions.

## Challenge

- Physician dissatisfaction with clinical documentation processes and time and effort required to complete patient notes
- Need for proactive approach to quality of care requirements
- Desire to support physician mobility and anytime, anywhere access

## Solution

- Implement the Dragon® Medical One cloud platform to speech-enable the EMR and beyond
- Leverage Dragon Medical Advisor to ensure quality, compliance and completeness of clinical notes
- Deploy PowerMic™ Mobile for increased documentation flexibility

## Results

- Physician survey findings:
- 94% state Dragon Medical One helps them do their job better
  - 70% find that quality of documentation has improved
  - 50% have saved more than 30 minutes per day

## Summary

Based in Omaha, Nebraska Medicine is the state's largest and highest-rated academic medical health system. With more than 1,000 physicians, 661 licensed hospital beds, and 40 specialty and primary care clinics, Nebraska Medicine delivers on its promise of "Serious Medicine, Extraordinary Care" to all its patients.



“We took a look at the bigger picture of voice recognition technologies and discovered how evidence-based guidelines and new therapies are exploding in this space, and we found that only Nuance is on the leading edge of this trend toward higher-order voice recognition solutions.”

Brian Lancaster  
Executive Director of Information Management  
Nebraska Medicine

### **Need for streamlined clinical documentation workflow**

As part of that commitment to quality patient care and outcomes, Nebraska Medicine has focused its clinical documentation strategy on technology and infrastructure that allows the organization to leverage new platforms as they become available. This process began with the broad rollout of the Epic® electronic medical records (EMR) solution in 2009.

### **Post-EMR implementation challenges**

The organization has seen its return on investment in the form of reduced transcription costs, and although the EMR processes created documentation, physicians grew dissatisfied with the amount of time and effort required to complete their work.

Brian Lancaster, Executive Director of Information Management, began exploring voice recognition solutions that would help achieve the organization’s goal to increase physician satisfaction by making documentation faster and more efficient. Lancaster says, “There are plenty of solutions that can help us address that need—to take something physicians don’t like to do and allow them to get it done faster. But we took a look at the bigger picture of voice recognition technologies and discovered how evidence-based guidelines and new therapies are exploding in this space, and we found that only Nuance® is on the leading edge of this trend toward higher-order voice recognition solutions.”

### **Nuance technologies positively impact physician satisfaction with the EMR**

After reviewing how physicians would most effectively create documentation, Nebraska Medicine ultimately decided to roll out three Nuance solutions that would work together to achieve the organization’s objectives: Dragon Medical One, an enterprise-wide, cloud-enabled voice recognition platform; PowerMic Mobile, which enables physicians to use their mobile devices to turn any workstation into a dictation station; and Dragon Medical Advisor, which analyzes physician notes in real

time and suggests further specificity to ensure compliance and completeness of clinical notes.

“We not only wanted to positively impact our physicians’ satisfaction with the EMR, but we also wanted to guide them to achieve an even higher quality of care. These technologies work together toward those goals,” says Lancaster, who notes that the workflow starts with a formal patient record in the EMR. “Physicians access the last notes, medication list, care plan, and so on, and while they review that information, PowerMic Mobile allows for dictation without any cognitive disruption.

As a physician is dictating notes, Dragon Medical Advisor identifies a statement about the patient that now qualifies for a quality consideration; an unobtrusive notification encourages the physician to think through that scenario further and rule it out or take action that will improve the patient’s outcome. We are confident that this process will pay dividends in terms of quality and safety.”

### **Dragon Medical One and PowerMic Mobile is a win for Nebraska Medicine**

Dragon Medical One provides secure, accurate, and portable voice recognition software that seamlessly integrates with Nebraska Medicine’s Epic EMR. Physicians can access their single, cloud-based voice profile at the hospital, at the clinic, or from their home office. And with PowerMic Mobile, which turns smartphones into secure wireless microphones, Nebraska Medicine physicians have added flexibility in their day-to-day schedules.

With Dragon Medical One, Nebraska Medicine can track adoption at a greater level, enable mobile documentation, and more efficiently support a larger number of users on both Windows and Mac platforms through a virtualized deployment. “The cloud deployment of the technology allowed us to give physicians on the go better access to the solution, and PowerMic Mobile is a key enabler of this rollout,” adds Lancaster.

“Nuance technologies allow us to further benefit from our investment in the EMR. We have already achieved our physician satisfaction goals, and now we are helping improve quality of care.”

Brian Lancaster  
Executive Director of Information Management  
Nebraska Medicine

To ensure that Dragon Medical One is achieving physician satisfaction goals, Lancaster worked with Nuance to survey approximately 350 physicians who actively use the voice recognition solution. Of those who responded to the survey, 94.2% said that Dragon Medical One helps them do their job better, 71% stated that the quality of their documentation has improved, and 50% stated that they have saved at least 30 minutes every day with Dragon Medical. “That’s a slam dunk, and, on the back end, we have further reduced our already low transcription costs by 23%,” notes Lancaster, who now eyes the next phase of this implementation with a focus on quality of care.

#### **Next evolution of clinical documentation with Dragon Medical Advisor**

Dragon Medical Advisor is Nuance’s next-generation Computer Assisted Physician Documentation (CAPD) solution that analyzes physician notes during documentation and suggests further specificity in real time—all from within Dragon Medical One. It increases diagnostic specificity to support outpatient risk-adjusted payment models with better support for Hierarchical Condition Categories (HCCs), aids in accelerating hospital billing for inpatient stays by reducing Discharged Not Final Billed (DNFB), and reduces the number of Clinical Documentation Improvement (CDI) and coder queries to physicians.

Ultimately, Nebraska Medicine will benefit from improved ICD-10 coding compliance, but the real value, according to Lancaster, is the “advanced thinking and algorithmic learning we’re adding to our documentation capabilities. It’s a natural evolution of what we want our documentation to become. We’re pivoting from simply recording what happened with a patient to helping guide what should happen. What better time to inform these thought processes than at the time of documentation?”

Nebraska Medicine understands that quality of care indicators are tracked by the University HealthSystem

Consortium (UHC) as a way to rank academic medical health systems. “We have a goal to be the top academic medical health system in the nation,” Lancaster says, “and we believe Dragon Medical Advisor will help us achieve that ranking. For example, if a patient has the potential to become septic, based on clinical documentation notes, this solution will help physicians be mindful of that for both documentation aspects and care guidelines. We’re starting this initiative with blood infection guidelines and then will broaden out from there.” To track progress against this goal, Nebraska Medicine will actively measure and compare its UHC rating in terms of quality measures for sepsis and blood infections. Lancaster acknowledges that “it’s a big goal, but with Dragon Medical Advisor giving physicians these insights at the point of care, we know we are enabling these improvements.”

#### **Continuous improvement possible with insights derived through Dragon Medical Analytics**

Dragon Medical One provides robust analytics that give Nebraska Medicine real-time information about who is using the voice recognition platform and how they’re using it. “This allows us to be proactive with our IT support, targeting those physicians who may be struggling, and aligning our training and support efforts to help address their concerns,” explains Lancaster. “It’s helped us become a trusted advisor to our staff.”

He concludes: “Nuance technologies allow us to further benefit from our investment in the EMR. We have already achieved our physician satisfaction goals, and now we are helping improve quality of care. It’s an exciting future for Nuance and these types of voice recognition technologies overall. I look forward to our continued partnership, and toward further innovation for Nebraska Medicine.”

Learn how Nuance can help you document the patient story—in the way that you prefer. To learn more, contact us at 877-805-5902, or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).

Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organizations globally. Nuance's award-winning clinical speech recognition, medical transcription, CDI, coding, quality and diagnostic imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.

---

**About Nuance Communications, Inc.**

Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare) or call 1-877-805-5902. Connect with us through the healthcare blog, [What's next](#), [Twitter](#) and [Facebook](#).

---