



**Freeing care  
teams to get back  
to what they love.  
Beyond words.**

As value-based care becomes the norm, the pressure to deliver timely, accurate and compliant clinical documentation is immense. This has contributed to a wave of burnout among clinicians and radiologists while creating significant problems downstream for coders, clinical documentation specialists and quality teams, among others.

**A new generation of clinical documentation technologies and services**

Nuance solutions help clients excel under fee-for-service and value-based models, reduce documentation costs and save millions of dollars every year. Using artificial intelligence (AI) and machine learning, our solutions improve the usability and efficiency of the electronic health record (EHR) and other healthcare information technology (HIT) solutions. Real-time clinical guidance amplifies human intelligence to help providers more accurately capture the patient story from within their natural workflow.

The result: Care teams are freed up to spend more time with their patients and organizations achieve improvements in financial integrity, compliance, quality and satisfaction.

## Adapting documentation to the natural flow of work

Even the most advanced documentation solutions are ineffective if they interfere with caregiving. Nuance solutions work naturally within the existing workflows, improving productivity up to **54 percent** and freeing up to two extra hours per clinician per shift.

With less time spent on documentation, care teams using Nuance report higher overall satisfaction with their work. It's unsurprising, therefore, that over half of all radiologists use Nuance, while **97 percent** of physicians who use Nuance recommend it to a colleague or peer.

### Surpassing quality benchmarks

With Nuance, improvement is immediately evident—reducing retrospective queries, delivering high-quality documentation across the value chain, and making improvements to clinical outcomes that are at the heart of value-based care.

- Capture up to **20 percent** more relevant clinical content
- Improve radiology compliance from **45 to 95 percent**
- Achieve **95 to 100 percent** compliance for core measures

In fact, quality scores for hospitals that use Nuance are **more than three times** national quality benchmarks and the highest in major quality metrics: **93 percent** are in the top half of CareChex® overall mortality outcomes ratings of U.S. hospitals.



Nuance partner hospitals score more than **3X the national average** on quality benchmarks.

### A surer path to reimbursement

With higher-quality documentation, providers are much more likely to receive appropriate reimbursement for the care they provide. Nuance delivers:

- Guaranteed CMI improvement between **4 and 8 percent**
- Up to **90 percent** clinician clarification agreement rate
- Up to a **\$935 increase** per traditional Medicare admission
- Up to a **\$55 improvement** per admission across all admissions

# 72%

of U.S. hospitals use Nuance

### Powering 100 percent of honor roll hospitals

- U.S. News & World Report's 2014-2017 Best Hospitals Honor Roll
- Healthgrades' 2016 Americas Best Hospitals
- Leapfrog's 2015 & 2016 Top Hospitals

# From the first word to the last code



## Capture

Whether at the hospital, clinic or home, care teams can use Nuance advanced speech recognition to create secure and highly accurate documentation—not just from the EHR or radiology reporting workstation, but from any desktop or device whenever it's most convenient. With no voice profile training, users enjoy **99 percent** speech recognition accuracy out of the gate and continual optimization powered by machine learning.

Nuance computer-assisted physician documentation (CAPD) solutions and evidence-based guidelines at the point of care make documentation more complete and accurate from the start. And with Nuance healthcare document management solutions, organizations have peace of mind and complete control over the convergence of paper and digital workflows.



## Improve

Better documentation means better clinical and financial outcomes. Nuance powers the industry's only clinically focused program for clinical documentation improvement (CDI), as well as a portfolio of market-leading CAPD solutions. Essential details about the patient and quality of care provided are captured, correlating with improvements in documentation and key metrics: CMI, DNFB, HCCs, POA, HAC, PSI, SOI and ROM. Because these improvements happen in real time rather than days or weeks later, there are fewer retrospective queries; there is less fragmentation; and organizations have the data needed to support regulatory, compliance and quality reporting initiatives.



## Communicate

When care teams can communicate freely, they're able to share the complete patient story when and where it's needed most. Nuance supports the widest range of mobile productivity apps, like secure messaging and critical test results management (CTRM), as well as the industry's largest cloud network for image and imaging data exchange, including **4,000 connected organizations**.

Nuance's omni-channel solutions for patient engagement improve the health consumer experience across care settings. Whether information comes from within the organization or outside, it's always accessible for real-time collaboration. And better communication correlates to better performance analytics, risk management, and reporting on quality and patient safety.

## Support from day one

Whether helping in-house teams configure new workflows or adapting Nuance solutions to existing ones, our specialists lend their expertise at every stage of the EHR lifecycle—from building, staffing, training and going live to optimizing and sustaining success with all your health IT investments.

## Security in the cloud

Nuance cloud solutions are designed to the most rigorous security standards to keep your data safe, giving you peace of mind. With a 99.95 percent uptime guarantee, our trusted speech solutions are hosted on Microsoft Azure, an industry-leading cloud platform with Health Information Trust Alliance (HITRUST) CSF certification.

## Award-winning solutions have won over the industry

**#1 KLAS** Category Leader for Speech Recognition—Front End Imaging 2017

**#1 KLAS** Category Leader for Quality Management 2014, 2015/2016, 2017

**#1 Black Book** for Clinical Documentation Improvement (CDI) solutions 2014, 2015, 2016

**#1 Black Book** for End-to-End Coding, Speech Technology and Medical Records solutions 2015, 2016

## Amplifying human intelligence in healthcare

In a field as human-centric as healthcare, any technology must enrich the real, day-to-day challenges of patient care.

Nuance artificial intelligence technology is designed for the documentation requirements and workflow dynamics of today's healthcare environment.

- The industry's **most comprehensive** ontology rules for machine learning
- 25 years of CDI experience and **over 750** proven clinical strategies
- **Five billion** lines of medical documentation transcribed annually
- **309 million** patient stories documented and communicated annually

To create a seamless experience across solutions, platforms and devices, Nuance partners with the broadest range of healthcare IT providers.

Nuance solutions are integrated with all major EHR platforms—including Allscripts™, athenahealth®, Cerner®, eClinicalWorks, Epic®, MEDITECH® and NextGen®—and Nuance is the preferred partner for many.

- Embedded in **over 130** mobile, web and desktop applications
- A developer network of **more than 1,000** healthcare IT experts
- **Collaborative** development roadmaps and innovation projects



For more than **500,000 clinical professionals and 10,000 healthcare facilities** around the world, Nuance solutions make clinical documentation a natural part of daily workflow.

Over the years, Nuance has brought some of healthcare's most important technology innovations to life including cloud-based speech recognition, context-aware CAPD and virtual assistants.

Today we're ushering in a new era of innovation, bolstering human intelligence to produce near-flawless documentation at the point of care. The impact is already evident: With the help of Nuance, healthcare organizations are enjoying far greater productivity and satisfaction, superior performance against benchmarks, improvements to reimbursement, and, most importantly, better clinical outcomes for their patients.

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, quality, compliance and patient care, please call **877-805-5902** or visit [nuance.com/healthcare](http://nuance.com/healthcare).

# 75%

of Fortune 100 companies have solutions powered by Nuance technology

### Putting the world's most intelligent technology to work for you

Every day outside of healthcare, millions of people interact with Nuance intelligent systems embedded in products across industries—including more than 160 million voice-enabled cars and totaling 14 billion customer engagements per year.

As a result, Nuance processes billions of speech transactions monthly, fueling continuous and rapid innovation across industries—including healthcare.