



Nuance Healthcare Managed Speech Solution

Full-service Transcription Solution for Clinical Documentation Powered by the eScription Platform

Nuance Healthcare Managed Speech Solution for Health Information Management

CHALLENGE:

How can healthcare organizations simplify the entire transcription process with a single vendor while leveraging the leading enterprise-wide background speech recognition platform?

SOLUTION:

The Nuance Healthcare Managed Speech Solution is a full-lifecycle transcription solution for clinical documentation powered by the eScription platform. Nuance Healthcare sets up and maintains your transcription system and provides all speech editing and transcription workflow management—all with single-vendor accountability. Customers contract with Nuance to produce and deliver completed documents within your prescribed turnaround time and quality requirements. Organizations can significantly reduce the internal resources required to manage the transcription process, enabling greater focus on patient care and core business activities.

The technology at the core of the **Nuance Healthcare Managed Speech Solution** is the industry-leading **eScription** background speech recognition platform. With eScription, intelligent background speech recognition software turns clinicians' dictated audio into highly accurate, formatted draft documents that medical transcriptionists (MTs) quickly review and edit. This powerful technology dramatically improves MT productivity and delivers significant per-line cost savings when compared with traditional transcription.

Key Benefits

- Decreased transcription costs
- Reduced document turnaround time
- Improved document consistency and quality
- Full-service management of transcription system and outsourced labor
- No training or change to clinician behavior
- Smooth transition and implementation process
- Strategic partnership with Nuance Healthcare ensuring access to latest background and front-end speech recognition enhancements

Key Features

- Industry-leading background speech recognition platform
- Single point of contact with dedicated account manager
- Experienced speech editors both domestic and overseas
- Secure, ASP architecture
- EHR integration
- Enterprise-wide application
- Electronic signature component
- Document distribution via print, fax or email

The Nuance Healthcare Managed Speech Solution reduces capital expenditures and direct IT costs because there is little investment in hardware. A dedicated Nuance Healthcare Account Manager, who has deep knowledge of your organization, services your organization from the implementation process through ongoing operations, ensuring that your cost, quality and turnaround targets are achieved.

Reduced Customer Burden for Workflow Management and System Administration

The Nuance Healthcare Managed Speech Solution allows organizations to outsource all aspects of the transcription process. The service covers distributing draft documents to MTs, conducting quality audits on edited documents, and ensuring documents are returned within turnaround time (TAT) requirements. Any backlog is constantly monitored by your Nuance Account Manager. In addition, your organization's single point of contact is available to administer all aspects of the system, such as managing work types, adding new clinicians, and overseeing upgrades to the system. Under this scalable, efficient approach, the Nuance Healthcare Managed Speech Solution is able to provide healthcare organizations with fast, accurate clinical documentation, while freeing staff to focus on other aspects of the revenue cycle.

Scalable Supply of Highly Qualified, Experienced MT Resources

All transcription and editing services for the Nuance Healthcare Managed Speech Solution are delivered by Nuance Healthcare's team of the industry's most experienced transcription service providers, including Nuance's subsidiary Focus Informatics. These service providers represent over a billion lines of experience editing on the eScription platform, and can support an on-shore or "follow-the-sun" labor strategy.

All speech editors are provided with a variety of innovative training resources and tools to help them deliver high-quality documents with maximum efficiency and consistency. Performance standards such as TAT and quality are continuously monitored for all MT resources by Nuance staff. As a result of a highly specialized, tightly managed network of resources, Nuance Healthcare can offer scalable, flexible,

consistent MT production at lower per-line rates than most traditional transcription services.

Nuance oversees its internal and external transcription resources to jointly manage capacity, ensuring availability of resources at all times to meet your organization's quality and TAT requirements.

Additionally, if the need arises to supplement the initial labor source due to quality issues or increased volume, there is no need for your organization to evaluate additional vendors or negotiate other agreements. Nuance Healthcare Managed Speech Solution will keep your transcription output running smoothly.

Rigorous Quality and TAT Practices and Standards

There are varying definitions of methods used to measure quality within the industry. Under the Managed Speech Solution, Nuance removes the variability associated with differing Quality Assurance programs by managing all partners to the same standard, using the same metrics.

To ensure transcriptionists deliver the highest quality documents, Nuance Healthcare Managed Speech Solution employs a rigorous TAT and quality assessment methodology through both the pre-delivery and post-delivery stages of your deployment:

- **Quality Assessment (QA) Flags.** Our staff flags anomalies and blanks for the QA team to resolve first, so you are asked for input only when necessary.
- **Retrospective Report Audit.** Regular, random audit and scoring of edited reports ensure that any quality problems are resolved quickly.
- **Turnaround Time Delivery.** Measuring turnaround time from dictation to delivery, your Account Manager manages turnaround time performance to make sure your expectations are met—and even exceeded.

Our commitment to quality and TAT means better service to your physicians, and more time for HIM professionals to improve the effectiveness of their departments and enhance patient care.

Secure, ASP-Delivered Solution for Lower IT Costs

The transcription workflow management and speech recognition components of the Nuance Healthcare Managed Speech Solution are housed within Nuance’s secure, hosted data centers. Customers are assured of a secure, reliable system with interfaces to the most commonly used healthcare information systems and EHRs. Organizations benefit from state-of-the-art technology without the need to invest in software licenses, upgrades, hardware, or maintenance agreements. The Nuance Healthcare Managed Speech Solution eliminates direct IT costs and recurring maintenance associated with capital technology.

Clinician Satisfaction

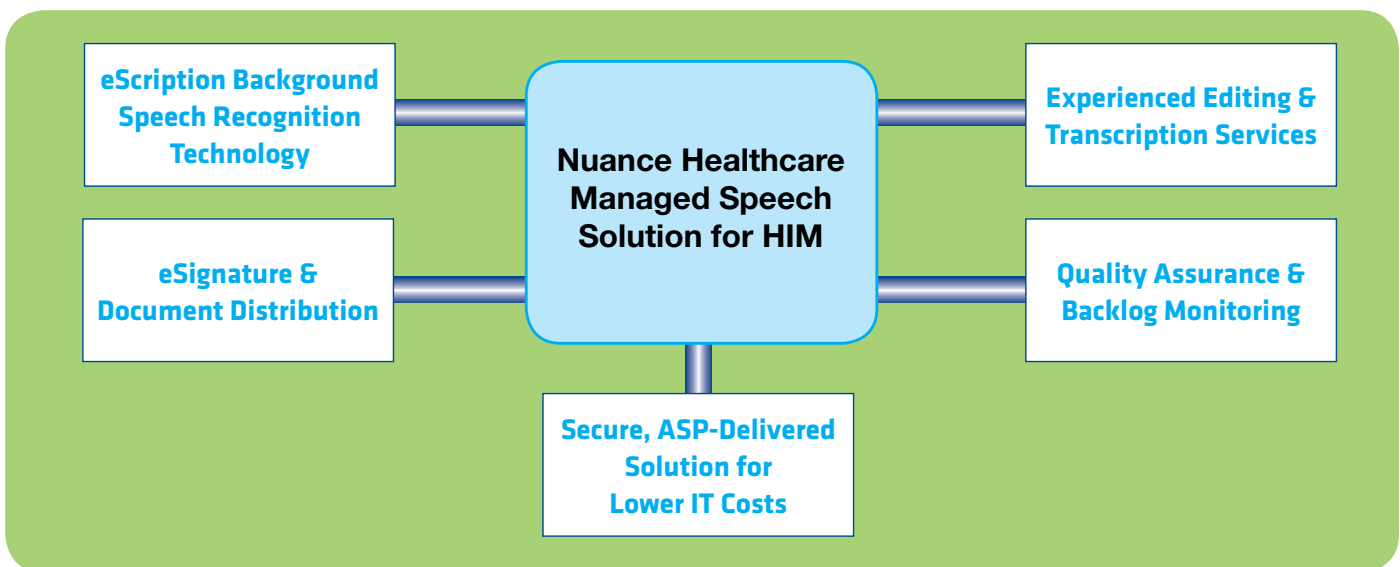
Clinicians do not need to train on the system or change their dictation methods to realize the faster TAT and higher quality documents that Nuance Healthcare Managed Speech Solution delivers. Clinicians also benefit from the convenience of optional web-based electronic signature within the eScripton platform. In support of clinicians, HIM Directors have access to productivity, TAT and billing reports for streamlined resource management and cost tracking across multiple organizational entities.

Consistency of Performance Based on Leading eScripton Platform

The Nuance Healthcare Managed Speech Solution is powered by the eScripton platform, which has received a **Best in KLAS**® award in Speech Recognition for six consecutive years since 2004. This leading software reduces your organization’s “variability of outcome” through its proven success delivering high quality, consistent documents to MTs for editing, and an industry leading 90% of all customers’ dictated volume being processed by speech. As a result, MT correction time and error rate are minimized, and Nuance Healthcare Managed Speech Solution customers can expect unparalleled consistency of performance and results.

Radiology Option

Organizations may also opt to contract with Nuance Healthcare Managed Speech Solution to provide editing services in Radiology, utilizing Nuance’s Powerscribe solution. This offering offers on-demand flexibility for radiologists through a streamlined workflow that allows them both to self-edit, or send dictations for rapid editing and turnaround by experienced, Nuance-managed MTs in an outsourced model. The solution provides a single-vendor approach to Radiology reporting, leveraging leading Nuance technology and proven transcription processes for cost-effective, timely and high quality document delivery.



© 2009 KLAS Enterprise, LLC. All rights reserved. KLAS (www.KLASresearch.com)
 "2009 Top 20 Best in KLAS Awards: Software & Professional Services" (December 2009)

Nuance Healthcare Solutions

Dictaphone® Enterprise Speech System—On-site dictation/transcription platform with background and front-end speech recognition with full controls and advanced workflow flexibility.

Dragon® Medical—A real-time speech recognition program that works with virtually any Windows®-based or Citrix® EHR system for efficient report completion, and easy navigation and adoption of the EHR.

eScription—On-demand platform for computer aided medical transcription, using background speech recognition to turn clinician dictation into formatted draft documents that medical transcriptionists—whether in-house or outsourced—can quickly review and edit, typically doubling productivity.

Focus Infomatics—A medical transcription service organization with extensive speech editing experience, offering both on-shore and follow-the-sun models.

Nuance Healthcare Managed Speech Solution—A full-service, outsourced solution for clinical documentation, including technology and all speech editing and transcription workflow management.

PowerScribe®—A speech recognition solution that can help radiology departments significantly reduce report turnaround time and lower transcription costs by as much as 75%-100% a year.

RadCube™—A comprehensive, yet flexible, data warehouse for multidimensional business analysis and visualization.

RadPort™—A secure, web-based decision support application that ensures appropriate high-tech diagnostic image ordering.

RadWhere™—A data-driven, front-end radiology speech recognition reporting application designed for multi-site workflow orchestration.

Veriphy™—A critical test result management solution that enhances patient care, increases physician productivity, improves risk management and automates compliance.



eScription
 © 2009 KLAS Enterprise, LLC. All rights reserved. KLAS (www.KLASresearch.com)
 2009 Top 20 Best in KLAS Awards: Software & Professional Services (December 2009)

About Nuance Healthcare

Nuance Healthcare is a division of Nuance communications, the world's leading provider of speech and imaging solutions. Today, Nuance Healthcare provides the most comprehensive family of speech-driven clinical documentation and communication solutions available anywhere. Our vision is to accelerate the adoption of EHR systems, helping providers maximize the return on their technology investments.

Let Us Be Your Partner

To learn more about how Nuance can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 888-350-4836 or visit www.nuance.com/healthcare.

“Financially, we’ve met our goals and are seeing huge savings. Also, we’ve achieved turnaround times that are better than we thought we would.”

—Susie Oborn
 Corporate Manager, Transcription Services
 Intermountain Healthcare
 Salt Lake City, UT

© 2010 Nuance Communications, Inc. All rights reserved. Nuance, the Nuance logo, Dictaphone, Dictaphone Enterprise Speech System, Dragon, PowerScribe, RadCube, RadPort, RadWhere, and Veriphy are trademarks and/or registered trademarks of Nuance Communications, Inc., and/or its subsidiaries in the United States and/or other countries. All other trademarks are properties of their respective owners.

