MAXIMIZE ROI
WITH BEST-PRACTICE DEPLOYMENT

Professional Services for PowerScribe 360
Partner with Nuance Healthcare to streamline implementation and optimize performance of your radiology speech recognition and analysis solutions.

The PowerScribe® 360 family of radiology solutions – leading-edge technology that works seamlessly with leading RIS/PACS systems – enables best practice and continuous quality improvement, by streamlining reporting and communicating relevant data through speech recognition, critical test results management (CTRM) and performance analysis.

Nuance® Healthcare’s comprehensive professional services offering ensures smooth implementation of your PowerScribe 360 radiology solutions.

Nuance Healthcare Professional Services brings to your deployment a best-practice, ROI-focused methodology that facilitates efficient, effective management, communication and coordination in PowerScribe 360 implementations.

KEY BENEFITS
• Ensures on-time deployment to meet your objectives
• Minimizes uncertainty and risk
• Reduces burden on overtaxed IT departments
• Makes your IT department ‘experts’ in providing front-line support
• Ensures effective workflow configuration

KEY FEATURES
• Proven, ROI-centered implementation approach
• Strategic planning for ROI achievement
• Library of best practices
• Seasoned services staff averaging 10+ years of healthcare IT and speech recognition experience
• Data-driven, metric-based approach continuously measures project performance against plan
• Skilled support for change management programs
• Full range of application and speech training programs
Nuance Healthcare Professional Services collaborates with you to develop a solution that meets your workflow requirements through consulting and optimization services, ensuring they communicate their experience and expertise through their education services during the physician instruction.

**WORKFLOW OPTIMIZATION**

Maximum productivity stems from optimum workflow. Employing expertise acquired over 20+ years and thousands of deployments, Nuance Healthcare Professional Services helps configure new workflows or correct existing ones, to help radiologists' reap the full productivity benefits of speech recognition.

**INCREASED ADOPTION**

To know PowerScribe 360 is to use it. Nuance Healthcare Professional Services offers best-practice, customized application and speech training that furthers adoption. We combine a proven training curriculum with a streamlined implementation methodology to deliver change management strategies that support, high physician adoption.

**ON-TIME IMPLEMENTATION**

Behind every successful implementation, there is a realistic timeline. Nuance Healthcare Professional Services’ in-depth, pre-implementation discovery, expert planning and effective project management account for your organization’s unique goals and constraints to ensure on-time, within-budget implementation of your PowerScribe 360 solutions.

**IMPROVED TURNAROUND TIME**

Turnaround time (TAT) should be rapid and it should be predictable. Nuance Healthcare Professional Services establishes workflows to ensure consistent TAT. Nuance’s proven metrics, which are based on extensive experience, account for such variances as volume, seasonality, number of users and specialties, among others. Reality-based benchmarks allow you to establish realistic goals for consistent results.

**RETURN ON INVESTMENT**

You invest in Nuance Healthcare’s speech recognition solutions to improve efficiencies and decision-making. Nuance Professional Services helps maximize return on those investments. We help you define ROI for your organization, establish benchmarks and measure performance over time. This methodology allows us to optimize your solutions and uncover any additional improvements that may exist.

"Radiologists have been very happy with PowerScribe 360 | Reporting. They can tell that the speech recognition engine is significantly improved, and Nuance is always responsive and helpful. We’re delighted with everything."

—Dr. Richard H. Wiggins, Director of Imaging Informatics, University of Utah Health Care Salt Lake City, UT
SERVICE AT EVERY STAGE
Nuance understands that no two healthcare organizations are exactly alike. Using best practices developed over 20 years of industry experience and thousands of deployments, Nuance Professional Services customizes its approach to meet your organizational requirements at every stage of each implementation.

PRE-IMPLEMENTATION: STRATEGIZING
Nuance Healthcare partners with your organization’s team members to develop a plan for the project and to establish metrics for measuring its success:
- Developing ROI strategy
- Defining goals
- Establishing metrics
- Project organization and staffing
- Developing governance approach
- Deployment planning

IMPLEMENTATION: EXECUTING
We help configure workflows to work with your RIS and PACS, boosting productivity while supporting your workflow technical strategy. By analyzing workflow by location or line of service, we help you to optimize the solution to meet each area’s unique requirements, provider needs, clinical protocols, treatment plans, and documentation needs:
- Standardization and consolidation
- Workflow analysis
- Configuring business rules
- Administrator and end-user training
- Solution build
- Integrated testing
- Rollout and go-live

POST-IMPLEMENTATION: OPTIMIZING
Once your solutions are deployed, Nuance Healthcare Professional Services can help you fine-tune workflows and capture key metrics to track return on investment:
- Workflow optimization
- Provider Efficiency Training
- Metric tracking

COMPREHENSIVE IMPLEMENTATION AND MAINTENANCE SUPPORT
ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-350-4836 or visit www.nuance.com/healthcare.