CLINICAL DOCUMENTATION
DRIVING PERFORMANCE IN THE NEW WORLD OF HEALTHCARE
A host of critical imperatives—from Meaningful Use and ACOs, to ICD-10, pay-for-performance and the continuous pressure to deliver more for less—are accelerating significant changes in healthcare organizations of all sizes.

It is critical to optimize clinical documentation to drive better patient care, enhance financial integrity and improve compliance.

Nuance’s unique clinical document improvement (CDI) approach comprises a combination of innovative solutions and services. Together, they improve an organization’s financial, clinical and operational well-being by improving its entire clinical documentation process—from capturing the complete patient record, to ensuring appropriate reimbursement, and supporting complete compliance.

How? By making it easy for physicians to capture the right information within their natural workflow at the point of documentation, minimizing the organization’s need to make back-end corrections. Why? Because the physician delivering care, and the point at which the care is delivered are the best person and place to document it with the most accuracy.

Once the data is captured, our state-of-the-art Clinical Language Understanding (CLU) solution normalizes and translates that data into standard medical terminology, enabling healthcare organizations to mine critical discrete data from unstructured clinical information.

With more than 500,000 physicians and 10,000 healthcare facilities worldwide leveraging Nuance’s award-winning, voice-enabled clinical documentation and analytics solutions, we understand how physicians document care and how to make it easier for them to do it as part of their everyday workflow.

Nuance’s proven foundation in voice capture and speech-enabled clinical documentation, extended into understanding and analytics, unlocks and transforms captured data into actionable information the healthcare enterprise can use for clinical, business, and patient good.
IS YOUR PATIENT CARE QUALITY CARE?

Physician adoption is the key to better patient care, financial integrity and compliance. Nuance healthcare solutions help physicians focus on what they care about most, while supporting efficiency, quality and safety for the organization. At the same time, organizations can extract structured data automatically to support real-time care decisions.

The result: Improved care collaboration and communication for extended care teams across care settings.

With Nuance’s intuitive solutions, physicians can:

• Capture all types of information, in any setting, on any device they want, at any time
• Describe patients’ stories in rich and meaningful language, easily, naturally, with no disruption to workflow
• Be more productive when using the EHR to spend more time with patients

ARE YOU CONTROLLING COSTS AND PROTECTING REVENUE?

Under the new pay-for-performance models, financial integrity depends not only on what costs you cut, but also on what information you capture. Nuance solutions enable clinical documentation to support the coding and reimbursement process efficiently and effectively.

With Nuance’s data capture-focused solutions, organizations and providers can:

• Receive appropriate reimbursement for care provided
• Improve quality metrics for appropriate reimbursement in pay-for-performance models such as CMS’ value-based payment program
• Reduce operating costs significantly by increasing the efficiency of transcription, CDI and coding operations
• Capture information to attest for Meaningful Use, secure incentives and stave off future penalties
• Improve the revenue cycle process by speeding up documentation, reducing denials, improving discharged not final billed (DNFB) rates, and overall code to cash
ARE YOU DOING THE RIGHT THINGS?
In a tightened regulatory environment, documentation may be all that stands between you and an audit. Using CLU technology, Nuance systems reinforce accuracy from the start of the documentation process—the physician at the point of documentation capture—and maintain it throughout downstream processes to ensure information withstands scrutiny in the reimbursement process.

With Nuance’s compliant-by-design solutions, organizations and providers can:
- Meet Meaningful Use requirements without losing the patient’s story or requiring physicians to use point-and-click templates
- Avoid OIG audits triggered by cloned EHR clinical notes
- Meet ever-increasing medical necessity requirements being imposed by CMS and commercial payers
- Improve quality metrics for reporting to the various public and private quality monitoring organizations

ARE YOU PREPARED FOR ICD-10?
The operational, clinical and financial viability of the health system will depend on each person knowing what his/her role is after the ICD-10 compliance date of October 1, 2014. Role-based education across the continuum of healthcare personnel can mitigate risks associated with the conversion and minimize the impact on patient care and workflow.

Nuance believes the key to any large initiative is a comprehensive project plan to manage all of the detailed tasks. A comprehensive education and management plan, featuring both clinician and advanced coding focused components, will help guide the organization through the ICD-10 education process.

CLINICAL DOCUMENTATION: ACCURATE FROM THE START

CLINICAL DOCUMENTATION IMPROVEMENT IS MUCH MORE THAN GETTING THE CODES RIGHT.
CDI ensures the patient record tells the true clinical patient story—including what care the physician provided and why—so the record is coded and billed appropriately.

Nuance’s fully managed, end-to-end clinically focused improvement program focuses on the physician, and touches all the critical aspects of your institution’s clinical documentation process:
- Combines Nuance’s leading CDI approach and breakthrough Computer-Assisted Physician Documentation (CAPD) solution to generate and present CDI clarifications to the physician automatically, in real-time;
- Integrates these capabilities into a single, Computer Assisted Coding (CAC) and Compliance platform to optimize the process for performance and efficiency; and
- Plugs this integrated solution into the EHR workflow to influence clinical documentation as it is created.

Nuance’s comprehensive portfolio of clinical understanding solutions streamlines the clinical documentation workflow, using speech recognition and transcription services to capture the encounter and patient story accurately, and document it fully in the EHR.

We combine more complete electronic physician documentation with CLU technology specifically tuned to ICD-10 to create solutions with superior performance. When implemented as part of Nuance’s clinically oriented approach to documentation capture, CDI, coding, compliance and quality, these solutions:
- Transform the patient story into meaningful, actionable information and provide solutions for clinical data analysis, and;
- Create complete and compliant documentation that is accurately coded for reimbursement, compliance and quality reporting on a real-time basis—improving patient care, enhancing financial integrity and satisfying ever-increasing compliance standards.
NUANCE HEALTHCARE SOLUTIONS

UNDERSTAND EVERYTHING

CAPTURE ANYWHERE
AT NUANCE, WE HELP TRANSFORM PATIENT STORIES INTO HIGH-VALUE INFORMATION.

Nuance helps transform patient stories into high-value information. Our family of clinical documentation solutions is fully integrated with leading EHR and RIS/PACS solutions, helping to streamline and automate workflow and improve the adoption of health information technology. And if that weren’t enough, Nuance extends the value of its capabilities by providing world-class transcription and professional services to healthcare providers around the world.

DRAGON® MEDICAL 360

Dragon Medical 360 provides clinical documentation understanding solutions for over 300,000 physicians. This portfolio captures the physician narrative to document care in the EHR—anywhere, any time and on any device. It spans both our front-end and back-end speech recognition solutions for clinical narrative, and enables documentation at the point of care through a wide range of capture solutions. Dragon Medical 360 allows physicians to spend more time with patients and accurately document their story at the point of care.

POWERScribe® 360

Powerscribe 360 instills radiology departments with the confidence of using leading-edge technology designed to support best practices, and works seamlessly with leading RIS/PACS solutions. PowerScribe 360 enables continuous quality improvement by streamlining the reporting delivery cycle, and communicating relevant data through speech recognition, critical test results management, and performance analysis. Powerscribe 360 improves radiologists’ productivity with unparalleled speech accuracy, and encourages referring physician loyalty with actionable reports and immediate communication of critical test results.

CLINTEGRIty® 360

Clintegrity 360 represents and enterprise-wide, single platform for computer assisted clinical documentation, coding, compliance and quality. It relies on Nuance’s market-leading CLU technology to power the key steps in the value chain, creating an end-to-end computer assisted documentation, coding, CDI, and analytics platform. Clintegrity 360 is a clinically driven approach to creating complete and compliant documentation accurately coded for reimbursement, compliance and quality reporting on a real-time basis.

360 | Development Platform

The 360 | Development Platform is designed for healthcare independent software vendors (ISVs) as well as internal development teams at provider and payer organizations that want to embed advanced speech recognition and clinical language understanding (CLU) functionality into their healthcare workflow solutions.

NUANCE TRANSCRIPTION SERVICES

Nuance Transcription Services is a flexible, full lifecycle transcription solution that delivers cost-effective, on-time, high-quality clinical documentation. Powered by Dragon Medical 360 | eScription™, Nuance Transcription Services reduces outcome variability caused by human error because 90% of dictated volume is processed through speech recognition. Transcription of the original physician narrative is delivered as extremely accurate, formatted drafts that highly skilled MTs review and edit. The result is a combination of unparalleled consistency, quality, and efficiency that can be measured in lower turnaround times, reduced costs, and increased physician satisfaction.
CAPTURE ANYWHERE. UNDERSTAND EVERYTHING. USE IT FOR GOOD.

THE MISSION OF NUANCE COMMUNICATIONS.

Nuance Communications is reinventing the relationship between people and technology. We are:

- Defining the next generation of human-computer interaction—Intelligent Systems
- Deeply invested in creating effortless and natural user experiences using natural language understanding (NLU)
- A recognized leader for rapidly advancing voice-recognition technology

For healthcare, that mission translates into solutions and services that improve patient care, enhance financial integrity and satisfy ever-increasing compliance standards by allowing organizations and physicians to:

- Capture the patient story anywhere, any time and on any device, supporting the complete, accurate information needed for the comprehensive, precise clinical documentation that drives streamlined coding and appropriate reimbursement;
- Understand what is captured, with Nuance’s CLU technology, to unlock and transform unstructured clinical data into actionable information; and
- Use it for good by providing analytics and insight for clinical good, business good and, most of all, patient good across the healthcare enterprise.

Learn more about how your clinical documentation can drive performance in the new world of healthcare to improve patient care, enhance financial integrity and satisfy ever-increasing compliance standards. Please contact us at 781-565-5000 or visit www.nuance.com/healthcare.