

Nuance®
Dragon®
Professional
Anywhere

How to spend
more time
with families.
Including yours.



Learn why social workers are embracing cloud-powered speech recognition tools, and how to get started.

Social work and paperwork. They've always walked hand-in-hand.

Names, addresses, and relationships need to be captured. Home environments and interviews need to be documented. Eligibility forms completed, next steps recorded, reports filed.

And because lives depend on it, all this information needs to be complete and accurate—and the turnaround has to be fast.

Yet, for those delivering direct care, there are few points in the workday when you can sit down at a desk, type up notes, and stitch together a case report.

Instead, you're finding time to do your paperwork in your car, your client's house, a support agency's waiting room, and after hours, in your own home.

30% to 50% **Up to half of each day lost to paperwork**
Health and human services workers spend 30% to 50% of each workday on documentation and administration.¹

When you consider how high-pressure and emotionally challenging a single case can be, and that any social worker may be handling 25 cases at any one time, it's not hard to understand why caseworker burnout is common.

¹ Nuance research

Lifting the burden of paperwork

For decades, social services providers have looked to technology to help lighten this administrative load. But most solutions—like dictating visit notes into microcassettes—only addressed part of the problem.

Now, thanks to advances in AI and cloud computing, the latest speech recognition technology is allowing for a real step change.

Over the next few pages, we'll explain how today's social workers can create accurate paperwork, faster, wherever they are—to accelerate case decisions and actions, improve client outcomes, and help prevent professional burnout.

You'll also learn how the technology promotes data security and regulatory compliance, and how easy it can be to test it out, and prove its value.

Improving case note quality

When case notes are accurate and comprehensive, they drive better decisions and improve client outcomes. In this way, they protect families and social workers alike.

That said, capturing crucial case information can be challenging, especially for those who spend most of their day interacting with clients or on the road between visits.

To make things even more complicated, some information—like updates on a client's eligibility for local support services—could arrive at any point in the day.

For many years, progressive caseworkers have used speech recognition technology to alleviate this challenge by automatically transcribing notes as they speak.

In years past, the software had limitations. It needed extensive training to understand the caseworker's voice. The learning curve for some users could be significant. And the software required mobile devices with adequate computing "horsepower" to run well.

Create comprehensive case notes, anywhere

Today, advances in AI and cloud computing have removed these limits. Leading speech recognition solutions now deliver up to 99% transcription accuracy with little to no training and run on virtually any modern Windows laptop or iOS/Android smartphone.

That means social workers can dictate notes while case information is fresh—at a client's house, in their car, anywhere they have an internet connection.

If you're using a smartphone, you can even instruct it to take a picture and, for example, document a client's home environment, as you continue to dictate.

Completing paperwork faster

Most social workers quickly develop their own system for balancing the mobile nature of their work with the need to complete forms, case notes, and reports.

Some jot down critical information on sticky notes. Others take voice memos while driving between client meetings. Whatever their strategy, it usually

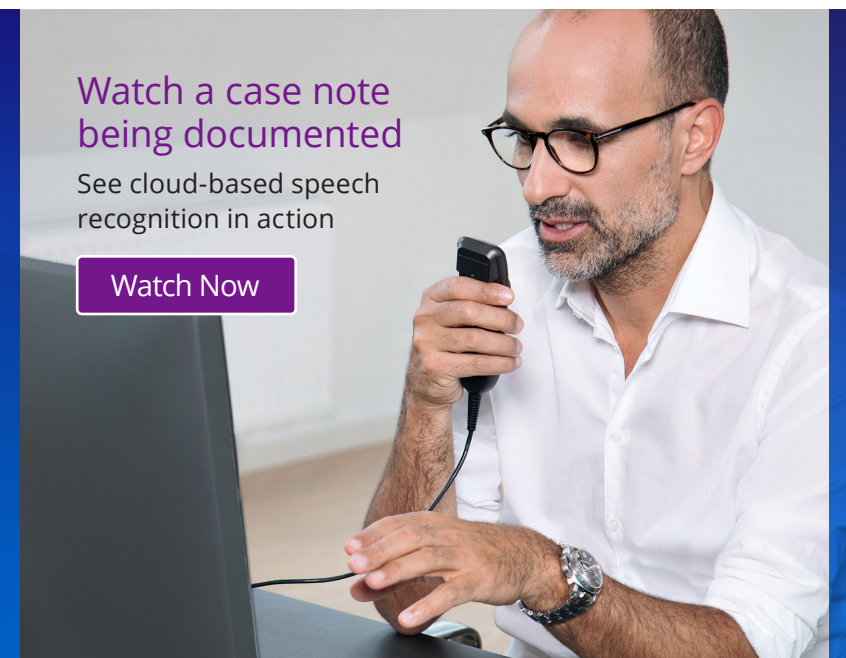
Create higher quality case notes with Dragon Professional Anywhere

- Dictate directly into the CMS
- Get up to 99% transcription accuracy from day one
- Realize even greater accuracy as Dragon learns your voice
- Import your agency's custom words and phrases into the vocabulary
- Focus uninterrupted on a report, video or web page while you dictate your observations into a background document

Watch a case note being documented

See cloud-based speech
recognition in action

[Watch Now](#)



involves typing up all the information they've collected at the end of the working day.

These improvised systems make effective case-work possible. But they also can drive caseworkers towards burn out. It's all too easy to find yourself typing late into the night, and missing out on time with your own family, as you work to support the families of others.

Quickly dictate into forms, documents, and your CMS

When social workers dictate directly into forms and case records, they don't have to spend time organizing and typing up their notes.

With the latest speech recognition tools, you can call up document templates with a simple phrase (for example, "Insert family visit form") whether you're on your office desktop or laptop within your vehicle. Or, on your smartphone, you can capture a narrative immediately, adding stock paragraphs or inserting photos, all with the power of your voice.

With leading solutions, you can even dictate into one application while viewing another—especially useful if you're writing a report in your Case Management System (CMS), and find you need to look up information on a service provider's website.

All this allows social workers to move more quickly. And when social workers move faster, the benefits ripple out into society. Reports are filed faster.

Decisions are made faster. Clients receive support sooner, and outcomes improve.

Protecting families and social workers

Few professionals handle such sensitive, personal information as a social worker. And multiple lives and livelihoods depend on treating it with due care.

To protect clients, social workers and their employers, the technology that underpins case processes should not only comply with federal and state regulations, but encourage more secure ways of working.

But whether it's a voice memo on a smartphone, or a sticky note on a folder full of papers, many methods of capturing case information provide unnecessary opportunities for data loss or theft.

Keep client and case data secure, and drive regulatory compliance

With cloud-based speech recognition, a caseworker meeting with a family can dictate notes directly into a secure, cloud-hosted document or enterprise application.

No paper notes need to be left behind, and no audio needs to be stored on your local device.

A professional-grade solution will support HIPAA compliance. It'll use a highly secure cloud infrastructure on a proven platform, like Microsoft Azure, that delivers advanced data encryption built in.

Secure, compliant casework processes allow social workers to:

- Work in secure, cloud-hosted documents with Microsoft 365 and Dragon Professional Anywhere
- Reduce opportunities for data loss of theft
- Use sanctioned tools that support HIPAA compliance
- Protect clients' lives and social workers' livelihoods

Dragon Professional Anywhere: features to empower your agency

- **Always latest speech recognition engine.** Cloud-based technology ensures caseworkers have the most recent updates and are productive with the same software version.
- **Fast, accurate and customizable.** Fast, accurate and responsive with speech profiles accessible across multiple devices
- **Easy to install and maintain.** No complex configurations and automatic updates means less work for your IT staff.
- **256-bit encryption.** The client connects to a server component that is installed using 256-bit encryption. Data is encrypted in transit and at rest.

Getting started

It's easy to get started with cloud-based speech recognition tools, because IT departments don't have to buy new, powerful devices, data center servers or spend extensive time installing the software.

Here's how it works with Nuance's industry-leading solution, Dragon Professional Anywhere.

Health and Human Services organizations purchase Dragon Professional Anywhere on a subscription basis. If you're buying on behalf of your organization, you simply acquire a license for each user and send them a link to install the software.

From there, it's as easy as any cloud app. Users click to download an installer, and you're ready to go.

On top of delivering up to 99% transcription accuracy out-of-the-box, Dragon Professional Anywhere automatically learns each user's voice, delivering even greater accuracy over time.

For IT teams managing multiple user licenses, ongoing administration is easy too.

Version updates for Dragon Professional Anywhere are automatic. Any customizations your organization makes (for example, creating a new document template or adding new vocabulary to the dictionary) can be "pushed" to all your users with a single click.

Start with a pilot test and prove the benefits

Adopting a new way of working can be a big decision for any organization, especially when your budgets are tight.

Nuance can help your agency pilot test cloud-based speech recognition technology, prove its benefits with a representative sample of your caseworkers, and put AI-powered Dragon Professional Anywhere in their hands.

It's time to see the people, not the paperwork

Today, cloud-based speech recognition is helping social workers to create more accurate, more comprehensive reports faster. This means they can spend more time with families, including their own.

For social services providers, technology can help improve capacity and morale—while accelerating case progress to drive better client outcomes. And if the chosen solution supports HIPAA compliance and uses a highly secure infrastructure, it can even help to improve data protection and mitigate legal and reputational risk.

Whether you're regularly out meeting with clients, or you manage a team that is, it's time to discover what cloud-based speech recognition could do for you.

VISIT OUR WEBSITE TO:

- See how you can document a family visit, 3x faster
- Book a demo with one of our experts
- [Discover Dragon Professional Anywhere for social work](#)

Mobile dictation made easy

Why the modern workforce uses Dragon Anywhere Mobile

- Memorialize client interactions when "on the go" while ideas and follow-up actions are still top of mind.
- Brainstorming "stream of consciousness" draft narratives and lists during ideation phase of new projects and proposals.
- Taking advantage of "in between" times between home and office to capture in-the-moment insights or complete simple tasks like completing forms and templates.
- Quickly and easily edit drafts of documents transferred into the application—all by voice.
- Complete "lower value", yet required, tasks like sending standardized boilerplate text or required disclosure to clients via email on the go, thereby freeing up time for higher value tasks during focus times.

