

Nuance DAX™ supports WellSpan Health's approach to community care



97%

Patients agreed physicians [using DAX] were more focused, personable, and engaged

80%

Physicians using DAX said they could see more patients

9min

Average decrease in patient wait times for one physician

CHALLENGE: Maximize the ability to serve local communities while devoting sufficient attention to each patient's unique needs and backgrounds.

SOLUTION: Nuance Dragon® Ambient eXperience™ (Nuance DAX™)

RESULTS:

- Enables providers to direct their full attention to patient conversations to hear their stories and absorb subtle details
- Reduces physician burnout by alleviating in-visit stress and shrinking after-hours workload
- Increases patient capacity

The people of WellSpan Health fulfill a central mission of service: one patient, one community, one unique healthcare need at a time. They work closely with the community to increase access to care for as many of their neighbors as possible. As part of this commitment, WellSpan deploys sophisticated clinical technology that transforms care models in the communities it serves. By facilitating effective relationship-based care and increasing efficiency to serve more patients, Nuance DAX is helping to further WellSpan's important mission.

"All of my fellow providers that have implemented DAX are very happy. The product has improved our workload and our patient encounters to the upper level of satisfaction."

— Dr. Mokarroma Sharmin, Family Medicine Specialist, WellSpan Health

Patients signal higher satisfaction and more personable provider interactions with Nuance DAX

When Dr. Mokarroma Sharmin walks into her family medicine practice in central Pennsylvania, she must juggle a substantial amount of information. On a given day, her daily schedule can include up to 30 patients of different ages, demographics and backgrounds. While no two patients are the same, Dr. Sharmin applies one constant principle: connecting with each patient at a personal level.

Dr. Sharmin recognizes the importance of devoting as much attention as possible to each individual. She worries her patients can sense her note-taking is a distraction. "As a patient, I would feel better if my doctor is looking at and talking to me instead of splitting time between the computer screen and my face."

Since implementing DAX, Dr. Sharmin has witnessed an immediate impact on patient satisfaction: "Patients do not feel hurried or rushed and are feeling more connected with me. Often, patients have multiple issues to discuss. Now both of us have the opportunity to discuss them more deeply—rather than

“Our community needs lots of providers, and patients need more appointments; there are new patients that we can’t accept because of the lack of providers in the community. DAX will help to open us to more new patients—that is the main goal of having DAX in our practice.”

— Dr. Mokarroma Sharmin, Family Medicine Specialist, WellSpan Health

“DAX puts a listening device in the room quietly, securely, privately, and allows the two people in the room to have an intimate discussion on private topics.”

— Dr. Hal Baker, Chief Digital and Information Officer, WellSpan Health

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needing to return to my desk and document, I can say, ‘let’s hear everything you have to say today.’”

Importantly, she has been able to facilitate more fulsome, attentive discussions without extending the length of the encounter—making every minute of every visit count for the patient.

The increase in patient satisfaction following the introduction of DAX holds tremendous promise across WellSpan’s 2,600 physicians. Chief Digital and Information Officer Dr. Hal Baker believes the ambient clinical intelligence technology is a catalyst to achieve best-practice documentation while maximizing the intimacy and trust physicians build with patients. “There’s a certain business requirement for careful documentation and coding. But ultimately, all of the effort is founded upon the patient’s story.”

The physician experience is transformed—inside and outside of the exam room

The volume of documentation required to serve Dr. Sharmin’s patient load can be all-consuming—and stress-inducing. She was enthusiastic to try anything that would alleviate her workload outside the exam room.

“Before DAX, I knew that I had to constantly keep typing or try to absorb details as I talked—I couldn’t miss important information. Now, knowing that DAX is there to record the most valuable details, I’m much more relaxed and less anxious when talking to my patients.”

Perhaps the most rewarding result of DAX’s efficient, high-quality documentation is manifested when Dr. Sharmin leaves the clinic. “I know when I go home that my tasks are done. I can spend time with my family and not have the anxiety to come in early the next day to finish notes.”

WellSpan’s communities benefit from expanded capacity and more personalized care

These initial results are just the start of DAX’s potential to enhance care for the WellSpan community. WellSpan’s network is a critical resource providing excellent care to many underserved rural and suburban areas. According to Dr. Sharmin, DAX directly contributes to that mission by enabling her to accept more patients on a daily basis.

As Dr. Baker leverages DAX across WellSpan’s practices, the freedom to provide more care with higher satisfaction is an important step in fulfilling the organization’s mission. “Knowing that the documentation is conducted in the background allows us as physicians to be present, express empathy, and connect as human beings. That’s the reason we went into healthcare.”

About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others.