Optimise the EPR to maximise value

An expert, enterprise-wide approach to optimisation improves EPR technology for a better user experience.

When EPRs are not used effectively, user satisfaction and patient safety are at risk. But effective use is different for each role, department, and specialty. To make the most of an EPR, it must be tuned to meet the needs of each workflow and user.

Drawing on an average of 10 years of clinical workflow experience, Nuance EPR Optimisation Services offers EPR build and workflow assessments. With guidance from a Nuance CMIO, our team recommends ways to modify circumstances and integrate Nuance solutions to improve user efficiency. Once changes are in place, our training specialists design and deliver customised curriculums and documentation to ensure users incorporate new efficiencies into their workday.

**Actionable analytics insights**

Our optimisation activities are geared to help users spend less time interacting with the EPR. Analytic reports monitor progress, track key performance indicators (KPIs), and identify usage patterns and trends across the organisation and down to individual users. By pinpointing issues, remediation plans are created to boost productivity with training, build modifications, or additional functions.

**Areas of focus**

**Clinical workflows:** EPRs are complex systems built for use by a wide range of departments, functions, and roles. By introducing new protocols, simplifying access to common functions, standardising templates, and integrating new technology (mobile solutions, speech recognition), we can address the needs of all roles at the provider specialty or clinical specialty/department and help users work more efficiently and effectively.

**Key benefits**

- Grows user proficiency and speed in performing tasks.
- Improves user satisfaction and EPR adoption.
- Eliminates redundancies, minimises disruptions, and resolves persistent problems.
- Optimises team roles and budgets.
- Improves outcomes.
System upgrade support: Prepare for a smooth system upgrade with recommendations on build and training to proactively address potential issues.

Patient portal optimisation: Improve engagement and patient portal value by evaluating workflows, functions, and usability from the clinician, staff, and patient perspective. We start with an assessment of where your program is and discuss where you want it to be. With well-configured and integrated questionnaires, well-tuned support options, and self-service tools, you'll be able to decrease staff workload, reduce service desk calls, and inspire continued patient portal use.

Measurable US outcomes

| **$3,000** | **28%** | **41%** |
| average efficiency value per physician per month from EHR optimization | less time spent on after-hours documentation | increase in physician productivity through EHR optimization |

- 15-60 minutes reduced screen navigation time per physician per day
- 30 seconds less time spent completing a patient review of systems
- 75%+ of ambulatory patient charts closed in less than 2 days

To learn more about Nuance EPR Optimisation Services, please visit nuance.co.uk/healthcare.

About Nuance Communications, Inc.

Nuance Communications is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that understand, analyse, and respond to people – amplifying human intelligence to increase productivity and security. With decades of domain and AI expertise, Nuance works with thousands of organisations globally across healthcare, financial services, telecommunications, government, and retail – to empower a smarter, more connected world. For more information, visit nuance.co.uk.