

FIVE TAKEAWAYS FROM THE WEBINAR

How AI technology is allowing clinicians to get back the patient story

If the medical community is intent on improving healthcare, it's important to gain access to new tools and find the best ways to implement them in the treatment of patients. As burnout increases, it's essential to lessen external demands on clinicians and let them focus on delivering care instead of documenting it. Using ambient clinical intelligence, or ACI, doctors can help reduce clerical responsibilities and increase the personal care of patients. Modern Healthcare Custom Media hosted a discussion on harnessing the power of ACI to capture and contextualize physicians' conversations with patients and reduce administrative burden, allowing them to spend more time with patients. To access the full webinar, visit: www.modernhealthcare.com/AlandCliniciansWebinar.

1 Healthcare employees are tremendously resilient, but that doesn't mean they can't suffer burnout

Even before COVID-19, there were cracks in the healthcare foundation. Cash flow, staffing, resource constraints and day-to-day challenges tested the mettle of even the most-seasoned clinicians and care teams. But, adding a pandemic to the mix certainly exacerbated the problem. In many cases, medical personnel are worked to their breaking points, dealing with increased responsibilities, at-capacity hospitals, overwhelming stress and their own health.

2 Ambient clinical intelligence can free up staff time

To help make medical staff more efficient, teams can turn to ACI, which securely listens to the physician patient conversation and creates an accurate record of the encounter. Powered by artificial intelligence, ACI automatically documents the encounter, freeing the physician to focus on their patient.

3 Healthcare executives acknowledge the benefit of ACI to improve clinical documentation

Modern Healthcare surveyed healthcare executives on ACI and Nuance's solution, the Dragon Ambient eXperience (DAX). Seventy-six percent of the physicians surveyed believed DAX would improve the quality of the patient experience. Clinicians felt that the quality of their time with patients would be improved because they no longer had to focus on administrative tasks and that documentation would be done faster. With the time-savings gained from DAX, physicians can choose to spend it for leisure or increase their patient load for additional revenue or both.

4 Nuance DAX helps healthcare organizations become more efficient

To ensure documentation quality, the AI-generated note is sent through a quality review process before being presented to the physician for signature. Beyond high-quality notes, this process creates an AI learning loop where every word teaches and reinforces meaning, allowing the

technology to better predict and understand how to contextualize new information as it continually learns.

5 Quality care will continue to be paramount in patient treatment

Instead of being skeptical or nervous about the use of AI in healthcare, medical personnel realize that the role of the individual clinician will be enhanced by the emergence of new technologies and their applicable uses. AI solutions are an extension of a physician's own tools that capture the patient story easily and accurately to aid the medical team's care to the patient's well-being.

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