

AI-powered encounter prioritization through Nuance CDS Triage

Optimize CDS productivity, boost CDI program efficiency, and drive quality and financial outcomes through better clinical documentation

In today's complex healthcare environment, clinical documentation improvement (CDI) teams are faced with a variety of productivity, documentation quality, and complexity challenges.

- A clinical documentation specialist (CDS) needs to review all physician documentation.
- However, on average just 30% of encounters reviewed by a CDS result in a clarification. What's more, staffing ratios continue to be scrutinized and teams must do more with the same or fewer resources.
- Additional detail necessary to fully document complications, comorbidities, and other major factors that contribute to the overall complexity only appear in about one-third of cases, yet they are not discovered until a CDS performs a chart review.

Nuance's artificial intelligence (AI)-powered CDS Triage solution directly addresses these challenges by evaluating and prioritizing patient encounters to optimize CDS productivity and CDI program efficiency. The solution uses decision-tree logic to triage the caseload and quickly identify the best opportunities for clarification impact, making key evidence clearly visible within the user interface. All this information is available in one place, prioritized behind the scenes with logic that mirrors CDS training.

By helping the CDS ask appropriate questions so physicians can properly document each patient's condition, Nuance CDS Triage helps healthcare organizations increase potential for improved Case Mix Index (CMI) and accurate reimbursement, while appropriately capturing alternative principal and secondary diagnoses that influence DRG assignment, severity of illness, and risk of mortality.

Key features

- Quickly identify best opportunities to pose clarifications
- Easily view key evidence through dashboards and detailed views
- Rapidly discover undocumented conditions through clinical evidence, procedures and clinical indicators

Key benefits

- Optimizes financial impact through better documentation at the point of care
 - Enhances productivity by driving focus to cases with the greatest opportunity to shift DRG
 - Expands CDS focus to other areas, including quality improvement and additional payers beyond Medicare
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Key components include:



Encounter Prioritization

Automatically triage caseload based on the greatest opportunity to improve clinical documentation and configure worklists by working diagnosis, CC/MCC counts, procedure/ventilator, Hospital Acquired Condition/Present on Admission, quality, and/or clinical indicators.



CDS Assistant

With a single click, users can access the integrated CDS assistant to view all diagnoses and procedures in a document, including the sections where evidence is found.



Document Viewer

An integrated viewer shows full documents to the CDS, allowing for visualization of evidence snippets to provide quick reference to diagnosis, procedures, and/or clinical indicators.



Education

Experienced CDI support ensures the CDS is properly educated and guided through a successful implementation.



Analytics

Data-driven dashboard reporting helps CDI teams focus their efforts on effectiveness and pinpoint areas for improvement.

Nuance provides a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for their patients. Nuance healthcare solutions capture and communicate more than 300 million patient stories each year helping more than 500,000 clinicians in 10,000 healthcare organizations globally. Nuance's award-winning clinical speech recognition, medical transcription, CDI, coding, quality and diagnostic imaging solutions provide a more complete and accurate view of patient care, which drives meaningful clinical and financial outcomes.

To learn how Nuance CDI and CDS Triage, backed by artificial intelligence, can ease the clinical documentation burden for your care teams, please call 1-877-805-5902 or visit nuance.com/healthcare.

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