Real-time intelligence delivered at the point of care in Cerner

In-workflow Clinical Documentation Improvement (CDI) and Computer-Assisted Physician Documentation (CAPD) deliver unmatched outcomes for Cerner clients.

As the industry balances fee-for-service and value-based reimbursement, the pressure to deliver timely, accurate and compliant clinical documentation is immense. It's contributing to a wave of burnout among clinicians and care teams, while creating significant downstream challenges for coders and CDI and quality teams. By offering the right technology in the right workflow, Nuance® is delivering a well-rounded approach to clinical documentation excellence through a comprehensive solutions portfolio for physicians and CDI teams.

Holistic, widely embraced approach to quality documentation

In-workflow solutions, backed by artificial intelligence (AI), provide unobtrusive, real-time guidance to ensure every patient gets an accurate clinical story across the continuum of care—supporting clinical quality initiatives, reimbursement and regulatory requirements by positively impacting note quality and enabling more thorough communication between caregivers. An integrated part of the Cerner workflow, these Nuance solutions help physicians and CDI teams by providing advice, clarifications and support at the right time.

While creating the note—specificity drives appropriate capture. Nuance CAPD presents real-time advice for the **specificity** of diagnoses so that the encounter can be ICD-10 or HCC coded—impacting DNFB and risk adjustment and identifying potential HACs.

While signing the note—clinical strategies aid in discovery of missing diagnoses. Using **clinical strategies,** Nuance CAPD analyzes all notes from the patient encounter in Cerner, discovers undocumented diagnoses and presents clinical clarifications—impacting principal diagnosis and severity, and diagnoses can easily be added to the problem list, reducing steps and improving adoption.

Throughout the patient encounter—CDI teams review queries with in-workflow physician follow-up. With Nuance CDE Triage, evidence is automatically collated and presented to the CDI team for consideration and to help **prioritize their workload**.

Intelligent and natural workflow
– Co-developed with Cerner to streamline physician and CDI team workflow.
– In-workflow clinical documentation guidance across the continuum of care, impacting CMI, SOI, ROM, DNFB, HCCs, PSIs, HAC, POA.
– Leverages Nuance's proven clinical knowledge base developed over three decades.
– Automatically and unobtrusively presents opportunities for improvement.
– Documentation opportunities offered at the point of care reduce retrospective queries.
– Opportunity assessment tools and services monitor program performance and provide CDI teams insight into physician clarification activity.

Integration that runs deep
As a Cerner strategic development partner, Nuance gives your care teams the ability to capture all necessary patient information and documentation details right at the point of care in your Cerner workflow through:
– Dragon® Medical Advisor
– Document Quality Review (DQR)
– Nuance CDE One and CDE Triage

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With Nuance CDE One, a cloud-based documentation guidance and workflow management solution, teams gain fuller insight with access to a library of clinical strategies that support them, a worksheet approach for working up the DRG with integrated APR and MS DRG grouping, extensive clinical and coding reference materials, peer benchmarking, and outcomes analysis that incorporates financial and clinical quality analytics.

Game-changing clinical and financial outcomes

Even with an active CDI program, consistently achieving the type of improvements necessary for value-based care requires a new approach. Real-time intelligence, delivered at the point of care while the physician is documenting, has more impact on patient care decisions than do retrospective queries. Adding more CDI staff to broaden coverage may not be feasible. In today's value-based care environment, where clinical and financial outcomes are inextricably linked, in-workflow solutions with relevant in-context clinical guidance empower physicians and CDI teams—delivering unmatched outcomes:

– **27% improvement** in mortality ratings and up to 28% decrease in observed/expected mortality ratios
– **Up to 20% increase** in total CDS case review rate when adding Nuance CDE Triage to an existing CDI program
– **40% reduction** in retrospective queries through CAPD drives productivity improvements for CDI teams and reduces disruptions for physicians
– **Increase capture** of extreme SOI by 36% and ROM by 24% using real-time CAPD

Supporting clinical documentation excellence for healthcare organizations of all sizes

Our comprehensive portfolio of cloud-based documentation guidance technologies and services enables care teams to focus on quality while improving clinical and revenue integrity. Our clinically focused program allows organizations to take advantage of AI-powered physician documentation guidance, encounter prioritization, workflow management, clinical and financial analytics, and CDI best practice to meet organizational goals.

To learn how our clinical documentation excellence solutions, including CDE One, CDE Triage and CAPD, can ease the clinical documentation burden for your care teams, please call 1-877-805-5902 or visit nuance.com/healthcare.

"As a physician, I think the real value of the solution is that it's not disruptive. If you are going to ask a question to clarify something, ask me when I'm in the note, not an hour or a day later. If I've moved on, the question is an interruption in my day."

Ehab Hanna, MD, CMIO
Universal Health Services

"The workflow is right for our physicians. Everything they need is in one place and it produces better outcomes."

Mike Nelson, CIO
Universal Health Services

Implement with confidence— sustain with measurable outcomes. Nuance collaborates with Cerner to provide guidance for assessing physician utilization and to determine opportunities for CDI optimization and continuing education. We proactively monitor program success to drive sustainable outcomes.

About Nuance Communications, Inc.
Nuance Communications, Inc. is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, What's next, Twitter, LinkedIn and Facebook.

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