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 quality documentation 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. Embedded directly in 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.

Throughout the patient encounter—CDI teams review queries with in-workflow physician follow-up. 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 25 years
- 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)
- Embedded CDI™
With Embedded CDI, 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:

- **Overall shift in capture** of severity of illness (SOI) and risk of mortality (ROM) from minor/moderate to major/extreme
- **36% improvement** in capture of extreme SOI
- **24% improvement** in capture of extreme ROM
- **CAPD impact clarifications** generate 1.2% CMI uplift across all admissions
- **$1,200 revenue improvement** per clarified admission

**A history of proven innovation—a future of promise**

Powered by artificial intelligence (AI) and machine learning, Nuance solutions build on over three decades of clinical expertise to slash documentation time by up to 45 percent—while improving quality by 36 percent. Nuance’s AI heritage builds on clinical expertise and experience with EHR workflow designed to improve physician engagement. Nuance trail-blazed the development of CAPD with an emphasis on just-in-time guidance to support the physician’s in-workflow processes to drive a better experience and higher-quality documentation, as early as possible.

Traditional CDI addresses documentation gaps with manual, retrospective record reviews and requests to physicians for more clinical detail. Nuance’s comprehensive portfolio of in-workflow CAPD solutions brings the right information to the right care provider at the point of decision-making, reducing post-discharge and out-of-context queries and increasing physician satisfaction.

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

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**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 and Facebook.

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“Embedded CDI has given us more satisfaction and ease of operability in what we’re trying to accomplish on a daily basis; it doesn’t interrupt the physician workflow. It’s part of a streamlined process.”

Angie Curry, BSN, RN, CCDS, CDMP Corporate Manager, CoxHealth

“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.