Challenge
Most healthcare organizations have successfully implemented a certified EHR, but are struggling to achieve expected results. As care teams try to utilize the EHR more effectively, IT teams are challenged to keep up with constantly changing demands—including required upgrades, facility expansions, new staff, government mandates, and additional EHR module deployments. Too often, this leaves organizations without sufficient time, budget, or bandwidth to focus on investments dedicated to improving user experience and productivity.

An estimated 30% of providers spend at least two hours per day documenting in the EHR from home, and less than 10% complete documentation within normal work hours. To take full advantage of the Epic® EHR, organizations need to prioritize improving the experience of providers and the full care team. Empowering providers and care teams with streamlined specialty-specific workflows, reducing time spent navigating the system to complete charts, and providing thorough enablement are key factors to success.

Optimizing use and productivity allows care teams to focus on patients, not paperwork. This translates to a higher quality of care for patients and better work/life balance for providers and care team members.

Let us help your organization shift your care team’s experience from surviving to thriving.

Solution
Having successfully worked with over 300 organizations using Epic’s EHR, ranging from small practices to large national health systems, Nuance® EHR Services is uniquely positioned to design and deliver successful optimization initiatives. With clinical workflow expertise, a full understanding of care team activities, and deep knowledge of Epic’s EHR and Nuance solutions, our full spectrum of packaged optimization solutions offers exciting opportunities to improve satisfaction and productivity as well as to increase revenue.

Nuance EHR Services delivers a proven project approach including data analysis, end-user observations, recommended improvements, and execution of an improvement plan.

Key benefits
- Improves clinician productivity and satisfaction
- Advances EHR adoption and usage
- Delivers clinical expertise for customized workflows by specialty
- Allows clinicians to decide on preferred documentation tool(s) at the point of care
- Focuses provider enablement based on assessment and EHR metrics
- Integrates speech recognition tools seamlessly into Epic’s EHR
- Drives higher adoption through advanced, real-time analytics

“Our providers experienced a higher level of support and training during and post-Epic Go-Live with Nuance. Their thorough understanding of how a provider can use Epic reinforced the value of Epic functionality with seamless integration of Dragon® Medical. Consistently, providers asked for additional personalization assistance from Nuance resources. This greatly assisted us in the transition to Epic, improved provider satisfaction, and gave an optimistic outlook to all involved.”

Mark Wess, MD, MSc
Chief Medical Information Officer
Greenville Health System
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.