Improve EHR usability and care team productivity.

Clinically focused expertise and optimization services give teams more time for patient care.

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

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Our team of skilled Epic and clinical experts understand the importance of tailoring Optimization Services for Epic to meet specific provider and care team needs, including:

Key functionality review: Completing thorough analysis of features such as SmartTools and QuickActions can effectively identify improvement opportunities within Epic's EHR. Delivering services including configuration changes to Epic's EHR, advancing or adding use of technology such as speech recognition, or workflow modifications can quickly impact provider and care teams' ability to work efficiently without impacting patient care.

Specialty focused workflow improvements: A dermatology team may benefit from enabling enhanced image capture functionality using mobile technology platforms, while a gastroenterology care team may need assistance with tools and knowledge needed to efficiently schedule routine exams and patient follow-up actions. Understanding and addressing specific specialty needs is critical to achieving the desired return on investment.

Enablement of provider and care teams: Once enhancements have been identified and addressed, delivering individualized training for providers and care team members is critical to achieving the desired return on investment.

Delivering results that matter

Nuance EHR Services goes beyond just identifying items that may be impacting adoption and usability for providers and care teams. Our Optimization Services for Epic delivers clinically focused build modifications, advanced training, and data-driven results. By delivering on agreed-to action plans, organizations have minimal interruptions to current IT initiatives and staff, and no impact on patient load. Providers and care teams quickly realize unmatched outcomes.

You already invested in your EHR technology—let us make sure your team is taking full advantage of all it offers to optimize their experience.

To learn more about Nuance Epic Optimization Services, please call 1-877-805-5902 or visit nuance.com/healthcare.

With unmatched clinical and Epic EHR experience, our experts help providers reach peak efficiency and productivity.

– Specific Epic build changes reduce the time it takes providers to navigate patient charts. In a range of specialty applications, screen navigation time was successfully reduced by 15-60 minutes.

– Combining Epic build changes and training resulted in:

  - Savings of approximately 30 seconds per In Basket message for refill requests and patient messages.

  - Reduction of time spent completing a review of systems by 30 seconds per patient.

– By working with providers on an individual basis, staff closed more than 75% of ambulatory patient charts in less than 2 days.

These examples enable providers to spend more time on their passion—delivering high-quality patient care—without sacrificing their personal lives.

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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