

Your data. New insight. Our advice.

In an increasingly complex and changing environment, solving challenges and making optimal decisions relies on access to business and clinical data and insights. Your data is a valuable asset, and when leveraged properly can demonstrate clear trends and opportunities for improvement.

With years of deployment experience across the country, Nuance continues to find clients who are unknowingly sitting on significant improvement opportunities—but lack the technology, resources and expertise to successfully implement them.

Our approach to measuring, analyzing and improving your clinical and business outcomes can make all the difference.

Nuance® mPower™ Advisory Service will help you reduce costs, increase revenue, and improve quality and the patient experience. With your data, new insights and mPower Clinical Analytics, we empower organizations to measure core metrics that focus on improving and increasing their business and clinical performance potential. Your mPower Advisory Service session will include:

- Pre-analysis discovery calls and post-analysis calls to refine data and adjust where needed. Monthly phone meetings will compare information month over month.
- Monthly reports prepared by the Nuance Analytics Services team that will allow you to track data trends.
- A view of departmental trends and relevant metrics, presented by your Nuance advisor. The team will discuss ideas for improving metrics and look into root causes. The advisor will also demonstrate trends in radiologist volumes, turnaround time, modality work, critical results communication compliance and more.
- Quarterly reviews conducted on-site with working sessions to digest information and define action steps. As part of the quarterly meetings, the team will assess past metrics to the most current, and review supporting action plans that may have been implemented (PDCA). Adjustments will be made as necessary until improvement is demonstrated or goals have been met.
- Twice a year, a Nuance radiologist will join the advisor to present clinical perspectives, quality initiatives, areas needing improvement, practice trends and an overall assessment.

Key benefits

- Maximizes your strategic edge by leveraging data-driven reports, insight and advice.
 - Provides you with Nuance's expertise and thought leadership, plus dedicated valuable business and clinical resources.
 - Allows you to gain proven and unbiased perspective to drive necessary organizational change.
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Data points for review

As part of your mPower Advisory Service engagement, you will receive a review of five key areas of evaluation with the following reporting and business metrics:

Dictation/Reports

- Start to complete
- Volume by radiologist
- Modality by radiologist
- Critical results with no closing statements
- Lung nodule and follow-up metrics
- Reports with inconclusive language
- Laterality mismatches
- Sex mismatches

Business Metrics

- Volume by modality
- Volume by patient type
- Volume by ordering physician
- Exam order to begin*
- Exam begin to complete*
- Exam complete to dictate final*
- Imaging exams by zip code*
- Three customer-specific metrics**

Radiology Imaging Associates, one of the largest private practice groups in Denver, uses mPower Clinical Analytics to track and monitor medical reporting errors to ensure delivery of the highest-quality care and service to their referring physicians and patients. By focusing on quality, they have been able to double their business since 2009.

Custom reports

Your mPower Advisory Service engagement also offers you the option of requesting up to three secondary reports (by specific NLP query, including up to four variables from the list below), to further assist in monitoring specific areas of interest. These reports can be adjusted as needed to illustrate trends on customer-specific key initiatives.

- CPT Code
- Date Interval
- Exam Type
- Stat, Non-Stat
- Modality
- Organization (site or site location)
- Patient Sex
- Patient Zip
- Point of Care
- Ordering Provider
- Reporting Provider
- Critical Results
- Laterality Mismatch
- Sex Mismatch
- PQRS
- Follow-up Event
- Report Volume
- Turnaround Time
- RVUs

To learn more about how mPower Advisory Service can reduce costs, increase revenues, and improve quality and the patient clinical experience call 877-805-5902 or visit nuance.com/healthcare to get started.

*Some metrics may be limited due to current customer practices capturing milestones for comparison.

**From up to four variables from our list.

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.

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.

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