

# AI-powered encounter prioritization through Nuance CDE Triage

Achieve clinical documentation excellence by optimizing CDI team efficiency and productivity.

In today's complex healthcare environment, clinical documentation improvement (CDI) teams are faced with a variety of productivity, documentation quality, and complexity challenges.

- A clinical documentation specialist (CDS) needs to review all physician documentation.
- However, on average just 30% of encounters reviewed by a CDS result in a clarification. What's more, staffing ratios continue to be scrutinized and teams must do more with the same or fewer resources.
- Additional detail necessary to fully document complications, comorbidities, and other major factors that contribute to the overall complexity only appear in about one-third of cases, yet they are not discovered until a CDS performs a chart review.

Nuance's artificial intelligence (AI)-powered CDE Triage solution directly addresses these challenges by evaluating and prioritizing patient encounters to optimize CDS productivity and CDI program efficiency. The solution uses decision-tree logic to triage the caseload and quickly identify the best opportunities for clarification impact, making key evidence clearly visible within the user interface. All the information is available in one place, prioritized behind the scenes with logic that mirrors CDS training.

By helping the CDS ask appropriate questions so physicians can properly document each patient's condition, the solution helps healthcare organizations increase potential for improved case mix index (CMI) and accurate reimbursement, while appropriately capturing alternative principal and secondary diagnoses that influence DRG assignment, severity of illness, and risk of mortality.

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## Key benefits

- Optimizes financial impact through better documentation at the point of care.
- Enhances productivity by driving focus to cases with the greatest opportunity to shift DRG.
- Expands CDS focus to other areas, including quality improvement and additional payers beyond Medicare.

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## Key features

- Quickly identify best opportunities to pose clarifications.
  - Easily view key evidence through dashboards and detailed views.
  - Rapidly discover undocumented conditions through clinical evidence, procedures and clinical indicators.
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## Key components include:



### Encounter Prioritization

Automatically triage caseload based on the greatest opportunity to improve clinical documentation and configure worklists by working diagnosis, CC/MCC counts, procedure/ventilator, Hospital Acquired Condition/Present on Admission, quality, and/or clinical indicators.



### CDS Assistant

With a single click, users can access the integrated CDS assistant to view all diagnoses and procedures in a document, including the sections where evidence is found.



### Document Viewer

An integrated viewer shows full documents to the CDS, allowing for visualization of evidence snippets to provide quick reference to diagnosis, procedures, and/or clinical indicators.



### Education

Experienced CDI support ensures the CDS is properly educated and guided through a successful implementation.



### Analytics

Data-driven dashboard reporting helps CDI teams focus their efforts on effectiveness and pinpoint areas for improvement.

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## 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.

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To learn how our clinical documentation excellence solutions, including Nuance CDE Triage, can ease the clinical documentation burden for your care teams, please call 1-877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/healthcare).

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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](http://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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