

Measure, monitor, and improve quality

Concurrent surveillance, reporting, and measurement to improve patient outcomes.

Nuance provides a full range of quality management solutions and services to help you measure, monitor, and improve quality. This includes hospital and physician quality measures reporting, performance analytics and improvement services, risk management, and patient safety organization reporting. Patients, staff, physicians, and your bottom line all benefit from Nuance's Quality Management solutions—because less time spent managing data means more time for improving patient care.

Solutions to improve quality reporting and performance



Nuance Quality Measures with Electronic Clinical Quality Measures (eCQMs) simplifies core measures abstraction and submission with a turnkey, web-based solution that provides daily updates to help improve core measures monitoring and compliance. This solution helps achieve full annual payment updates and positive, value-based payment. Capture and deliver reliable data on quality performance, as required by accreditation agencies.

- **Daily core performance dashboard updates** provide performance feedback to ensure the most up-to-date information is used, since older data won't give an accurate assessment of current performance.
- **eCQM file validation** helps avoid mistakes that could lower a hospital's payment rate. It ensures accurate eCQM submissions by identifying potential errors so corrections can be made before reports are submitted to the Centers for Medicare & Medicaid Services (CMS) and The Joint Commission (TJC).
- **Verification for all measures** provides users with all measures for CMS and TJC as new sets are required. Merit-based Incentive Payment System (MIPS) measures are optional and available through our partnership with the Alpha II Registry.
- **Value-based purchasing (VBP) calculator** monitors performance that is critical to understanding potential financial impact. The VBP calculator helps monitor performance by estimating a likely gain or loss in the current year.

Nuance Quality Management Solutions

#1 KLAS Category Leader for
Quality Management
2018, 2017, 2015/2016 & 2014



Quality measures
Inpatient
Outpatient
Merit-based Incentive
Payment System (MIPS)
Inpatient psychiatric (HBIPS)



Nuance Performance Analytics helps improve clinical, financial, and patient outcomes by providing data analytics and support systems to track, analyze, and benchmark performance. This web-based solution incorporates the latest regulatory, payment, and reporting rules to provide comprehensive, customizable options to help analyze risks and identify improvement opportunities.

- **Daily trending** automatically renders timely and actionable information.
- **Customized reporting** supports monitoring and intervention.
- **Dashboards** provide insight to help assess clinical and financial performance.
- **Benchmarking and trending** enable timely monitoring and trend analysis for readmissions, PSIs, HACs, and physician performance.
- **Physician profiling** allows for summarization of physician statistics for readmission analysis, top DRGs, diagnoses and procedures, case mix and clinical outcomes, and much more, with customizable fields.



Nuance Risk Management, powered by the Clarity Healthcare SafetyZone Portal, is a web-based healthcare incident reporting and patient safety management system that allows you to collect and analyze data, facilitate internal communication, manage follow-up, and foster organizational learning to support your risk management, quality, and safety initiatives. Transform virtually any reporting, education, or safety process—including adverse events, patient complaints, safety drills, discharge callbacks, and employee surveys—into simple electronic processes that can be accessed organization-wide. It is easy to use and flexible, making it a perfect fit for any organization.

- Increases incident reporting up to 50%.
- Identifies intervention opportunities.
- Reduces the risk of claims.
- Enables compliance with external reporting requirements.
- Fosters collaboration and integration.



Patient Safety Reporting through the Clarity PSO offers healthcare providers the opportunity to participate in patient safety and quality improvement efforts without the risk of losing the protection of data confidentiality or the fearing discovery in the case of potential litigation. The Clarity PSO is integrated with Nuance Risk Management for streamlined workflow and easy reporting.

- Meets Health Insurance Marketplace participation requirements.
- Gains federal legal privilege and confidentiality protections.
- Gets evidence-based recommendations from subject matter experts.
- Fosters a culture of safety and high reliability.

To learn how Nuance Quality Management Solutions can help you take your performance to the next level, please call 1-877-805-5902 or visit nuance.com.

“It’s like Nuance cares about our patients as much as we care about them.”

Kristina Liwoch, Quality Data Analyst,
Shore Medical Center



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](#).