

Less talk, more value

Your content. Our advice. Improved workflow.

Challenge

Increased requirements for measuring and reporting outcomes, as well as demonstrating value over volume, can sometimes pose challenges for radiologists who rely solely on free text dictation and self-editing. In many cases, structured templates have a distinct advantage over dictated and self-edited text because they facilitate consistent and accurate data capture. However, developing, testing and implementing templates can be a challenge for a busy radiology practice.

Solution

Nuance PowerScribe Template Optimization Services, part of the PowerScribe solution portfolio, is a structured services offering designed to improve the consistency, accuracy, and efficiency of radiology reporting.

This Professional Services engagement focuses on helping radiology organizations with the creation and use of template-enabled workflows to optimize data accuracy and streamline the quality-reporting process. Our experts work within your current infrastructure to help define where the practice is today and where it wants to be tomorrow. Next, we support plan development and implementation to integrate templates into workflows. The engagement concludes with a 3-month follow-up evaluation period for promoting sustainable, long-term success.

With a successful template strategy, radiologists are empowered to optimize quality reports with less talk while the practice realizes better patient, clinical and financial outcomes.

Built on more than 20 years of experience working with thousands of radiologists and hundreds of healthcare organizations of all sizes and types, Nuance has helped customers transform their clinical documentation and overall practices to optimize their investment in Nuance solutions. We use a collaborative approach and prescribed path to guide this transformation.

Engagement overview

Our Professional Services experts conduct onsite and remote meetings as they guide internal team members through each project phase to transform the report development process. A winning strategy is conceptualized through the following steps:

- Assess current workflows and develop strategies for improvement.
- Develop a custom plan and Transformational Guide.
- Integrate templates into workflows.
- Drive system design efficiency and standardization by customizing the criteria and key steps in how to automate data capture within the templates.
- Facilitate training and change management to support adoption across the radiology team.
- Execute the plan, and monitor until success criteria are met.

Key benefits

- Leverages industry best practices and standards to optimize template-enabled workflows, guiding your practice to success in evidence- and value-based imaging.
 - Increases report accuracy and consistency by reducing error-prone and time-consuming manual data entry or self-editing of dictated text.
 - Emphasizes customized training and support to deliver template strategies that do not impede workflow, facilitating successful radiologist adoption and long-term, sustainable implementation.
 - Positions the organization to optimize the use of structured data for optimal quality measure reporting, participation in registries and smooth data exchange with EHRs.
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Internal team members

The following practice stakeholders are typically involved in the engagement:

- Clinical resource(s) to assist with template creation and quality compliance.
- Physician champion(s) to serve as decision makers and clinical leaders. Champions should be technology-fluent advocates who understand evolving facility priorities and are capable of influencing and establishing clinical documentation requirements.
- Functional administrator to facilitate system template creation, management and training.
- Technical IT resources responsible for supporting the PowerScribe product line.

Nuance team members

Dedicated Nuance resources work closely with your team members as progress is made toward identified goals.

- The Project Manager coordinates meetings and resources, and is responsible for timeline management.
- The Optimization Consultant serves as the principal subject matter expert, guiding your team on best practices and choosing among an array of options for customizing the templates. This resource possesses a wealth of experience based on working with multiple clients, and assists in all engagement steps, including template creation, testing, management and reporting.

Key engagement milestones

- Holding interactive sessions to define goals, deliverables and successful outcomes.
- Gathering data to identify existing templates and the most frequently created reports.
- Developing a customized plan that outlines project goals, anticipated team timeline commitments and a detailed statement of work.
- Testing and evaluating all templates, and successfully deploying to providers.
- Training and support to promote adoption, workflow optimization and sustained process improvement.

Follow-up and transition

Post deployment, the Professional Services engagement includes a 3-month monitoring period to reinforce continued process improvement. This step includes:

- Running new template utilization reports.
- Holding interactive discussions with internal team members to review challenges and evaluate template adoption within the clinical environment.
- Holding a final transition call to transfer ongoing maintenance to the site administrator and other resources.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 1-877-805-5902 or visit www.nuance.com/healthcare.

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. Connect with us through the healthcare blog, [What's next](#), [Twitter](#), [LinkedIn](#) and [Facebook](#).
