

Real-time intelligence delivered at the point of care in Epic

In-workflow Clinical Documentation Improvement (CDI) and Computer-Assisted Physician Documentation™ (CAPD) deliver unmatched outcomes for Epic clients.

As the industry balances fee-for-service and value-based care, the pressure to deliver timely, accurate and compliant clinical documentation is immense. It's contributing to a wave of burnout among clinicians and care teams, while creating significant downstream challenges for coders, CDI teams and quality teams. By offering the right technology in the right workflow, Nuance® is delivering a well-rounded approach to clinical documentation excellence through a comprehensive solutions portfolio for physicians and CDI teams.

Holistic, widely embraced approach to quality documentation

In-workflow solutions, backed by artificial intelligence (AI), provide unobtrusive, real-time advice to ensure every patient gets an accurate clinical story across the continuum of care—supporting clinical quality initiatives, reimbursement and regulatory requirements by positively impacting note quality and enabling more thorough communication between caregivers. An integrated part of the Epic workflow, these Nuance solutions help physicians and CDI teams by providing advice, clarifications and support at the right time.



While creating the note—specificity drives appropriate capture.

Nuance CAPD presents real-time advice for **specificity** of diagnoses so the encounter can be ICD-10 or HCC coded—impacting DNFB and risk adjustment and identifying potential HACs.



While signing the note—clinical strategies aid in discovery of missing diagnoses. Using **clinical strategies**, Nuance CAPD analyzes all notes from the patient encounter in Epic, discovers undocumented diagnoses and identifies key clinical clarifications—impacting principal diagnosis and severity of illness, and diagnoses can easily be added to the problem list, reducing steps and improving adoption.



After signing the note—clinical fact extraction structures and auto-populates clinical data. Nuance CAPD solutions automatically update the problem list by **extracting structured data** from unstructured narratives—problems, medications and allergies—impacting productivity, quality and clinician satisfaction.

Intelligent and natural workflow

- Co-developed with Epic to streamline physician and CDI team workflow.
- In-workflow advice across the continuum of care—impacting CMI, SOI, ROM, DNFB, HCCs, PSIs, HAC, POA.
- Leverages Nuance's proven clinical knowledge base developed over three decades.
- Automatically presents opportunities for improvement.
- Documentation opportunities unobtrusively offered at the point of care reduce retrospective queries.
- Opportunity assessment tools and services monitor program performance.

Integration that runs deep

As an Epic strategic development partner, Nuance gives your care teams the ability to capture all necessary patient information and details right at the point of care in your Epic workflow, through:

- Dragon® Medical Advisor
- Epic NoteReader CDI
- Epic NoteReader
- Nuance CDE One
- Nuance CDE Triage



Throughout the patient encounter—CDI teams review queries with in-workflow physician follow-up. With Nuance CDE Triage, evidence is automatically collated and presented to the CDI team for consideration and to help **prioritize their workload.** Automating this process helps CDI teams cover more cases, expand payer coverage and gain time to focus their expertise on more complex cases.

When Nuance CAPD is paired with Nuance CDE One, a cloud-based documentation guidance and workflow management solution, teams gain deeper insight with access to a library of clinical strategies that better support them, a worksheet approach for working up the DRG with integrated APR and MS DRG grouping, extensive clinical and coding reference materials, peer benchmarking, and outcomes analysis.

Game-changing clinical and financial outcomes

Even with an active CDI program, consistently achieving the type of improvements necessary for value-based care requires a new approach. Real-time intelligence, delivered at the point of care while the physician is documenting, has more impact on patient care decisions than do retrospective queries. Adding more CDI staff to broaden coverage may not be feasible, nor does it make sense in an ambulatory environment where the physician drives the documentation and coding process. In today's value-based care environment, where clinical and financial outcomes are inextricably linked, in-workflow solutions with relevant in-context clinical guidance empower physicians and CDI teams—increasing productivity and delivering unmatched outcomes:

- **27% improvement** in mortality ratings and up to 28% decrease in observed/expected mortality ratios
- **Up to 20% increase** in total CDS case review rate when adding Nuance CDE Triage to an existing CDI program
- **40% reduction** in retrospective queries through CAPD drives productivity improvements for CDI teams and reduces disruptions for physicians
- **Increase capture** of extreme SOI by 36% and ROM by 24% using real-time CAPD

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.

To learn how our clinical documentation excellence solutions, including CDE One, CDE Triage and CAPD, can ease the clinical documentation burden for your care teams, please call 1-877-805-5902 or visit nuance.com/healthcare.

“We were impressed with Nuance’s proven ability to enable us to deliver significant financial return and improved quality metrics through its CAPD solutions. Nuance also demonstrated that its solutions could alleviate our previous problems with clinical speech recognition and provide improved mobility for physicians. This performance, combined with Nuance’s superior technology, commitment to innovation and strategic development relationship with Epic, were key factors in our decision.”

Kory Hudson, MBA, RHIA, CPHIMS,
Director of Information Systems,
Singing River Health System

Implement with confidence—sustain with measurable outcomes

Nuance collaborates with Epic to provide guidance for assessing physician utilization and to determine opportunities for CDI optimization and continuing education. We proactively monitor program success to drive sustainable 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](#).