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® delivers a well-rounded approach to quality documentation 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. Embedded directly in 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 coded, impacting DNFB and HCCs for risk adjustment.

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.

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 25 years
- 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 and provide CDI teams insight into physician clarification activity

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
Throughout the patient encounter—CDI teams review queries with in-workflow physician follow-up. 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 CDI, 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:

- **Overall shift in capture** of severity of illness (SOI) and risk of mortality (ROM) from minor/moderate to major/extreme
- **36% improvement** in capture of extreme SOI
- **24% improvement** in capture of extreme ROM
- **CAPD impact clarifications** generate 1.2% CMI uplift across all admissions
- **$1,200 revenue improvement** per clarified admission

A history of proven innovation—a future of promise

Nuance’s AI heritage builds on decades of clinical expertise and experience with EHR workflow designed to improve physician engagement. Nuance trailblazed the development of CAPD with an emphasis on just-in-time guidance to support in-workflow processes during the physician's clinical thought to drive a better experience and higher-quality documentation as early as possible.

Beyond traditional CDI, which retrospectively addresses documentation gaps after the patient note has been created, Nuance’s comprehensive portfolio of CAPD solutions spans a variety of applications and clinical content designed to bring the right information at the right time to the right care provider at the point of decision-making.

To learn how Nuance CDI and CAPD, backed by artificial intelligence, can ease the clinical documentation burden for your care teams, please call 1-877-805-5902 or visit nuance.com/go/capd.

“We’ve worked with Nuance for years to embed cool voice innovations into clinical workflows. This new AI twist provides another level of wow.”

Carl Dvorak, President, Epic

“We chose Nuance because its speech recognition solutions and innovative road map were vital in helping us develop a bridge strategy for migrating to the Epic EHR. The Nuance solutions were critical in driving our physicians’ adoption of clinical documentation systems and increasing their overall satisfaction.”

Dr. John Frenzel, CMIO, MD Anderson

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 and Facebook.