Avoid rework so you can check up on your patients, not your documentation.

Hospital staff burnout is fueled by documentation rework and retrospective queries and burnout leads to an exponential rise in medical errors, denials, and increased costs.

- **200%** increase in medical errors as a result of burnout
- **15 minutes** spent by physicians reviewing every retrospective query
- **26%** of all surgical cases are delayed up to 30 days due to coding queries
- **64%** of Medicare FFS improper payments are attributable to insufficient documentation

Computer-assisted solutions provide in-workflow guidance with the right information to support clinical quality initiatives, reimbursement and regulatory requirements.

- **36%** reduction in retrospective queries with CAPD
- **80%** physician response rate
- **20%** increase in case review rate with CACDI

$\text{AI-powered guidance improves accuracy}$

$\text{Physicians}$

$\text{36%}$

reduction in retrospective queries with CAPD

$\text{CDI teams}$

$\text{80%}$

physician response rate

$\text{20%}$

increase in case review rate with CACDI

- **93%** of clinicians state that Nuance makes it easier to quickly capture the complete patient story
- **100 M** clicks eliminated a day
- **86%** surgical CAPD voluntary adoption rate
- **<90 secs** to create compliant notes
- **36%** improvement in capture of extreme Severity of Illness (SOI)
- **24%** improvement in capture of extreme Risk of Mortality (ROM)

$\text{For more information, visit nuance.com/go/healthcareai}$
Diagnosis specificity
Patient notes are analyzed for diagnosis specificity and real-time CAPD advice is presented so that the encounter can be ICD-10 or HCC coded, impacting DNFB and risk adjustment and identifying potential HACs.

“"As a physician, I think the real value of the solution is that it’s not disruptive. If you are going to ask a question to clarify something ask me when I’m in the note, not an hour or a day later. If I’ve moved on, the question is an interruption in my day.”

Dr. Ehab Hanna, CMIO
Universal Health Services

Clinical guidance
All encounter data is analyzed for supporting clinical evidence and undocumented diagnoses and CAPD presents in-workflow clinical clarifications that impact principal diagnosis and severity.

“With Vincari Surgical CAPD, my operative note is complete before I even speak to the patient’s family. Every time.”

Benjamin J Ditty, MD, Neurosurgeon
Greensboro Specialty Surgical Center

Specialty workflows
Provider specific workflows address the unique documentation requirements for specialists, such as surgeons and radiologists, ensuring sufficient detail for appropriate reimbursement and quality reporting.

“"We considered other vendors during the selection process, but felt the Nuance CACDI technology and overall CDI services were a better fit, especially from a data and analytics perspective.”

David Parker, CIO
Magnolia Regional Health Center

CDS efficiency and productivity
Computer-assisted solutions impact CDS review rates so teams can cover more cases, initiate more impact clarifications and expand beyond Medicare to commercial payers.

More to explore!
With Nuance’s full portfolio of AI-powered solutions and services, care teams will no longer relive their days serving technology, but rather better serve their patients and themselves. For more information, visit nuance.com/go/healthcareai.

Sources
†: Nuance client outcomes analyzed as of March 1, 2018.
Additional source information on file and available upon request.

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