

# Improving documentation in a virtualized environment

How healthcare organizations are optimizing clinical workflows, improving patient care and maintaining compliance with Citrix and Nuance solutions.

As the healthcare industry continues the shift toward value-based care from the fee-for-service model, organizations are under pressure to ensure they're implementing the right technologies that provide their caregivers the right tools to improve patient engagement while maintaining compliance and clinician satisfaction.

Electronic health records (EHRs) are now a fundamental requirement in the healthcare landscape, but providing quality care and ensuring clinician satisfaction go beyond just implementing an EHR. In an industry where accurate data and speed of access are impacting patient outcomes, it's important to have the right resources in place for caregivers. Today, organizations are looking toward solutions that put the right technologies in the caregivers' hands so they can have the latest information on their patients and input data on a patient's record as they move through the care process.

Together, Citrix® and Nuance have helped some of the world's leading healthcare providers seamlessly transition into this new era of healthcare. Collectively, Citrix's mobility solutions combined with Nuance's speech recognition solutions have allowed healthcare organizations to reap the benefits of improved clinician satisfaction, reduced costs, and higher compliance, in order to achieve the greatest goal that relates to us all – improved patient outcomes.

**Improved clinician satisfaction** – Clinicians are demanding technologies that allow them to spend more face-to-face time with their patients while removing unnecessary tasks that take them away from providing care. They want to be able to provide a more personal care experience. With Citrix and Nuance solutions, providers can access a patient record on a mobile device while in front of the patient, maintaining the face-to-face engagement and even displaying for the patient, the latest details on his or her health record. They're able to use speech as the input mechanism at the beginning, middle, and end of the patient engagement, ensuring essential information is documented as part of the clinician's normal workflow.

**Better clinical workflows** – Caregivers are under immense time constraints, so it is important to remove unnecessary activities in order for them to make the best use of every minute in their day. Together, Citrix and Nuance are working to make patient care easier. As clinicians move from one documentation point to another, their sessions are able to follow them seamlessly, removing unnecessary application relaunches and logins. Advanced dictation solutions break down operational and information silos by integrating workflows and information.

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Edward-Elmhurst Health, made up of three hospitals, has more than 50 outpatient locations across a service area of 1.7 million residents in the suburbs of Chicago. It employs nearly 7,700 staff and more than 1,900 physicians. To address its clinical documentation and connectivity challenges, Edward-Elmhurst Health deployed Nuance Dragon® Medical One, Nuance's PowerMic™ Mobile and Citrix to provide seamless portability and access to speech recognition in their Epic EHR.

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“The training and learning process for Dragon Medical One is immediate and easy—physician satisfaction is vastly improved. Moving to Dragon Medical One has been a huge success from a network and Citrix administration perspective.”

Brendon May, Systems Architect  
Information Technology at Edward-Elmhurst Health

**Better patient outcomes** – Instant access to patient information isn’t just a “nice to have” for caregivers; it is a requirement for achieving the mission that’s most important to them—quality, accurate care. By giving clinicians instant access to electronic medical records, organizations are ensuring their caregivers have the most up-to-date information on their patients as they round. Clinicians can interact with and view data with the patients and patients’ families right from their mobile device in a patient’s room. If there’s a difficult patient case, they can collaborate instantly with other caregivers by sharing patient data seamlessly and securely. With the ability to update a patient’s record instantly with dictation solutions, organizations are enabling providers to collaborate effectively, ensuring that the most accurate care is being delivered, leading to improved discharge planning and reducing the hospital readmissions that escalate costs and degrade patient satisfaction.

**Meet compliance mandates** – Keeping PHI safe and secure is a big task as the number of HIPAA data breaches continues to rise. Doctors, nurses, administrative staff, and executives require rapid, mobile access to information as they move across locations and devices, but portability cannot put PHI and sensitive data at risk. Citrix and Nuance solutions empower the organization to address key security and compliance priorities by ensuring the right level of secure access for every individual and situation. With Citrix mobility solutions and Nuance dictation solutions, you can simplify security, ensure data privacy, and meet HIPAA and PCI-DSS compliance mandates without sacrificing workforce productivity or satisfaction.

## Conclusion

As technology plays a larger role in the strategic direction for healthcare providers, it’s important to have the right solutions in place to increase clinician adoption while improving care without increasing costs or sacrificing security. Today, the world’s leading healthcare organizations are partnering with Citrix and Nuance to put the right technologies in place to ensure they’re not only addressing their caregivers’ demands, but improving their organizations’ bottom line while bettering patient engagement and outcomes.

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### 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](http://www.nuance.com/healthcare) or call 1-877-805-5902. Connect with us through the healthcare blog, [What’s next](#), [Twitter](#) and [Facebook](#).

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