STREAMLINE
CLINICAL DOCUMENT CREATION

Dragon Medical 360 | eScription

Scalable, Expandable Clinical Document Creation for the Healthcare Enterprise

CHALLENGE:

In the face of rising patient documentation demands and a shift toward accountable care, how can healthcare organizations create the highest-quality documentation possible while preparing for changing technology and regulations?

SOLUTION:

Dragon® Medical 360 | eScription™ on-demand, enterprise-wide platform for clinical documentation uses background speech recognition to increase medical language specialists (MLS) productivity and reduce costs, while laying the technological foundation for healthcare organizations to drive the adoption of electronic health records and emerging Clinical Language Understanding technology.

It's faster to edit than to type—that's the idea behind Dragon Medical 360 | eScription and its proven success. Nationwide, more than 100,000 clinicians rely on this software for fast, accurate, and usable documentation. In addition to being the leading clinical documentation platform and a proven strategy to migrate clinicians from traditional dictation to documenting in the EHR, Dragon Medical 360 | eScription prepares healthcare organizations for changing technology and

KEY BENEFITS

- Increased document creation productivity
- Reduced documentation costs
- Enhanced document quality
- Reduced turnaround times
- Greater insight into clinical information
- Prepares you for new technologies

KEY FEATURES

- Advanced background speech recognition
- Efficient editing and transcription management
- Allows integration with PowerScribe® 360, Dragon Medical 360 | QualityAnalytics™, and Clinical Language Understanding solutions

HEALTHCARE

NUANCE

regulations through integration with the most advanced clinical documentation systems available. Dragon Medical 360 | eScription provides a platform that easily integrates with other Nuance Healthcare solutions, from mobile dictation and dictating directly in the EHR, to integration with PowerScribe 360 | Reporting and cutting edge Clinical Language Understanding solutions, such as Dragon Medical 360 | QualityAnalytics.

DRIVE PRODUCTIVITY WITH BACKGROUND SPEECH RECOGNITION

At the heart of Dragon Medical 360 | eScription is a proprietary speech recognition engine that was developed exclusively for medical transcription. Intelligent speech recognition models interpret and format dictations according to the preferences of your organization, to produce close-to-final documents in a consistent style. These documents are quickly edited by in-house or outsourced MLSs, typically doubling their productivity. As MLSs make corrections to the draft documents, the speech models learn from these edits and continually improve, creating better drafts for editing and further improving productivity.

SPEECH RECOGNITION AT WORK

When a clinician dictates:

"Exam…vital signs…two twelve…eighty eight and regular…thirteen…BP one forty one hundred and one thirty five ninety five"

The eScription platform can output:

PHYSICAL EXAMINATION

VITAL SIGNS: Weight 212, pulse 88 #29-and regular, respiration 13, blood pressure is 140/100, 135/95.

"Investing in an advanced technology such as background speech recognition, with little to no disruption for physicians while demonstrating significant cost savings and improved turnaround time, is a win–win proposition for any hospital provider."

— Sue Schade, CIO
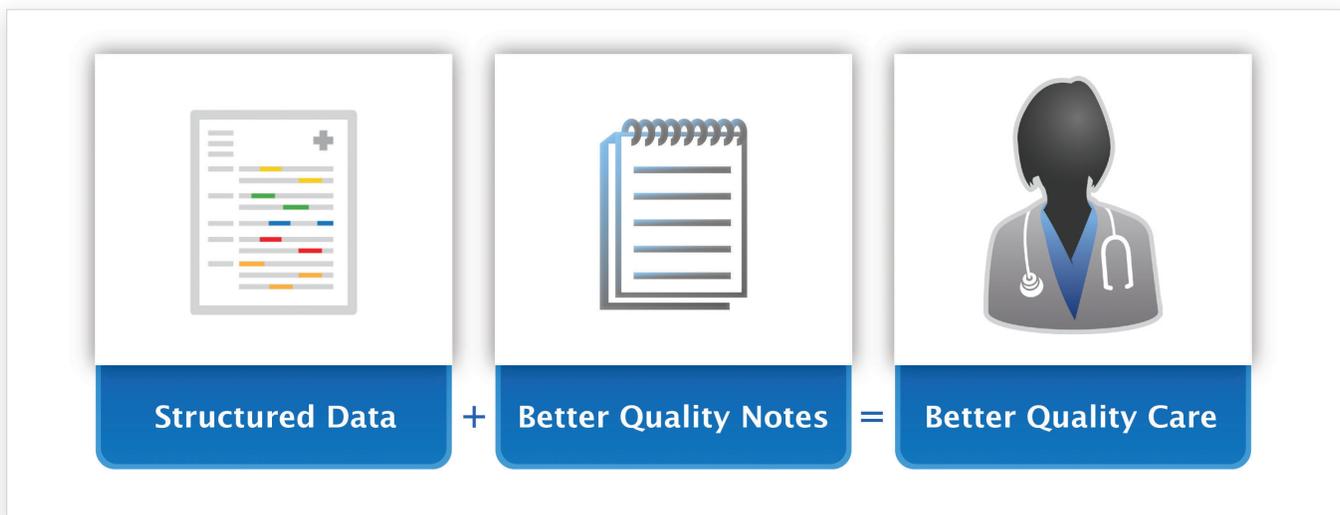Brigham and Women's Hospital
Boston MA

EFFICIENT EDITING AND TRANSCRIPTION MANAGEMENT

By working closely with MLSs and watching MLSs at work, Nuance developers learned how they process dictations and what features would best boost their productivity.

Dragon Medical 360 | eScription transcription tools are integrated with the latest versions of Microsoft Word®, leveraging familiar word processing features. In addition, the solution provides a variety of productivity enhancing capabilities, such as streamlined searches, multiple cursors, and shortcut keys.

The platform's enhanced quality assurance features offer benefits, such as consistency of standards and definable grading criteria. Quality review can be completed directly within the platform, eliminating the need for MLSs to copy documents into other programs or utilize manual methods. For administrators, Dragon Medical 360 | eScription provides an administrative console that delivers complete visibility into the entire transcription workflow. Comprehensive audit trails and workflow controls allow administrators to track and manage the

WHAT PROVIDERS WANT

Structured Data + **Better Quality Notes** = **Better Quality Care**

clinical documentation process, from dictation through transcription/editing, electronic signature, and document distribution.

STREAMLINE YOUR ENTIRE TRANSCRIPTION WORKFLOW

- **PowerScribe 360 | Reporting.**
  PowerScribe 360 | Reporting allows radiologists to create and turn around diagnostic imaging interpretations faster than ever before. This next-generation system provides real-time speech recognition, as well as editing via Dragon Medical 360 | eScription, printing, faxing, coding, peer review, integrated clinical content, and extensive administrative tools.

- **Dragon Medical 360 | QualityAnalytics.**
  Beyond being accurate, documentation needs to be effective. The natural language processing capabilities of Dragon Medical 360 | QualityAnalytics can take the rich, narrative text of clinician dictations and extract discrete facts, which can be used for quality reporting, core measures, and clinical documentation improvement. Using predefined queries and ad-hoc searches,

Dragon Medical 360 | QualityAnalytics electronically reads physician reports and external sources to locate omissions, send alerts and generate work lists.

- **Computer Assisted Physician Documentation.**
  Computer Assisted Physician Documentation (CAPD) offers you a more sophisticated approach to tackling the most complex documentation challenges. With revolutionary Clinical Language Understanding (CLU) technology and over 20 years of innovation driving Clinical Documentation Improvement (CDI) success, Nuance® Healthcare solutions powered by J.A. Thomas Advanced Practice Clinical Documentation Improvement strategies go beyond just using documentation to support coding. Automated, clinically appropriate guidance and clarifications are presented to physicians at natural points during their workflow.

  Computer Assisted Physician Documentation helps organizations with their efforts to improve quality of clinical documentation, achieve appropriate reimbursement and support the transition to ICD-10.

SERVICE YOU CAN COUNT ON

Nuance works with you through implementation and beyond to assure the success of your Dragon Medical 360 | eScription implementation. Dedicated project managers will help you plan and implement your solution, and Nuance's Client Services Managers, training staff, and support team will help you keep your system running at its best while working with you to meet your success goals.

NUANCE TRANSCRIPTION SERVICES
POWERED BY DRAGON MEDICAL 360 | ESCRIPTION

Healthcare organizations may opt for Nuance Healthcare's fully-outsourced transcription service powered by Dragon Medical 360 | eScription. Nuance Transcription Services will set up and maintain your system and provide complete speech editing and transcription workflow management—all within your prescribed turnaround times and quality requirements. You may also use internal MLSs resources or obtain editing services directly from MTSO Partners who are highly experienced on the platform.

CUSTOMER SATISFACTION: A TESTAMENT TO OUR VALUE

Customer satisfaction runs high. For eight consecutive years, Dragon Medical 360 | eScription has received a Best in KLAS® award, ranking #1 in its category. The Software as a Service (SaaS) is among the top scoring health information technology products evaluated by KLAS.

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides solutions and services that improve the entire clinical documentation process—from capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow on any device.

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 888-350-4836 or visit www.nuance.com/healthcare.

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