

# The University of Texas MD Anderson Cancer Center Selects Nuance to Improve Clinical Documentation Enterprise-wide

## **Full Suite of Nuance Documentation Solutions Drive Increased Physician Adoption, Satisfaction, and \$6 Million in Initial Cost Savings over Prior Competitive Systems**

BURLINGTON, Mass., May 31, 2016 – [Nuance Communications, Inc.](#) (Nasdaq: NUAN) today announced that it has been selected by [The University of Texas MD Anderson Cancer Center](#) (MDACC) for an enterprise-wide physician documentation initiative. This deployment is intended to provide a seamless speech-enabled clinical documentation experience, transition clinicians to real-time structured documentation, and deliver significant cost savings.

MD Anderson will replace multiple competitive systems with [Nuance Dragon® Medical](#) and [Nuance PowerScribe® 360](#) across the enterprise as part of the deployment of an Epic® electronic health records (EHR) system. In addition, MDACC engaged Physician Technology Partners (PTP), now part of Nuance, to optimize physician documentation workflows using speech within the Epic EHR. The services were delivered by a team of physician liaisons and Dragon Medical specialists who prepared each physician via a simulation lab prior to using the Epic system live.

“We chose Nuance because the superior performance of its speech recognition solutions, its innovation roadmap, and deep integration with Epic were all vital to our successful migration to real-time documentation within the Epic EHR,” said Dr. John Frenzel, chief medical information officer, MDACC. “These solutions are critical in driving our physicians’ adoption of new clinical documentation systems and increasing their overall satisfaction and efficiency. With Nuance, we were able to work with a single partner that brought both the speech recognition and natural language processing technology along with specialized Epic optimization services to support physicians with a more natural, efficient workflow.”

The implementation at MDACC, which began with Nuance PowerScribe 360 in radiology in 2014, has improved turnaround time of reports with 100 percent of radiologists now self-editing instead of sending records to be transcribed. The success continued with a rollout of Dragon Medical to 1,200 physicians and 800-900 midlevel providers, saving MDACC \$6 million in ongoing operating costs. For the first time, clinicians now report they are able to complete all of their clinical documentation before the end of each shift, which has been a huge driver of increased physician satisfaction.

“Our physicians have been extremely impressed with the accuracy of the Nuance speech recognition solutions,” said Dr. Frenzel. “Even physicians where English is not their primary language are seeing outstanding performance when compared to the previous speech recognition system implemented. Overall, Dragon Medical and PowerScribe have worked very well and exceeded our physicians’ expectations, which is not an easy accomplishment.”

“As healthcare provider organizations deploy their EHRs and focus on these major investments, they are critically aware of the importance of making their physicians productive and satisfied – because without physician adoption they will not see the clinical or financial outcomes they expect,” said Peter Durlach, senior vice president, marketing & strategy, Nuance Healthcare Division. “Clients such as MD Anderson have come to rely on our superior clinical documentation solutions to help maximize their return on investment by supporting their physicians as they migrate from traditional transcription to a more real-time documentation model. With our single voice profile, integrated EHR speech recognition and superior speech accuracy, these physicians have

a seamless and highly productive experience as they make this important transition – resulting in happier physicians and a better patient experience. ”

Nuance is committed to helping healthcare organizations capture and communicate the patient story more naturally, accurately and efficiently – freeing them to focus on their true purpose: caring for patients. For more information, please visit the [Nuance healthcare solutions](#) page.

## About Nuance Communications, Inc.

Nuance Communications, Inc. (NASDAQ: NUAN) 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, please visit [www.nuance.com](http://www.nuance.com). Connect with Nuance on social media through the healthcare blog, [What’s next](#), as well as [LinkedIn](#), and [Twitter](#).

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