

Physicians at Edward-Elmhurst Health Save Up to Two Hours per Shift Using Nuance Dragon Medical Cloud-based Speech Recognition

Dragon Medical One Minimizes IT Efforts and Improves Physician Documentation and Collaboration in Health System Expansion

BURLINGTON, Mass., July 12, 2016 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that Edward-Elmhurst Health has helped their physicians save up to two hours per shift using Nuance’s cloud-based clinical speech recognition solution. [Dragon® Medical One](#) was deployed to physicians in more than 100 facilities to streamline clinical documentation, while delivering a consistent voice experience and supporting existing clinical workflows regardless of where they see patients. In addition, Dragon Medical Analytics provides immediate clinical and performance data and insights for measuring and tracking clinician adoption and use within the organization, optimizing use of the technology in patient care delivery.

The Dragon Medical One cloud-based platform was critical to bringing together physicians and other care givers in a cohesive documentation strategy to support the merger between the suburban Chicago Edward Hospital and Elmhurst Hospital. The Nuance solution helped increase physician EHR adoption and minimize installation and ongoing maintenance efforts and costs while significantly improving clinician productivity.

“Our organization is always looking for technology that helps our users be more productive—no matter how they work,” said Don Fosen, Director of Information Technology, Edward-Elmhurst Health. “Nuance’s clinical speech recognition solution helped us achieve these goals and enabled physicians to save up to two hours per shift and cutting down on documentation done after hours or at home. Using Dragon Medical One, our physicians now speak their notes, and all of the documentation goes directly into our EHR system. These notes are available in real time, helping nurses and other physicians access critical patient information much more quickly than ever before. In many cases, our nurses are completely up to speed on a case before a patient arrives, which significantly expedites treatment and improves patient care.”

In addition to the time savings from dictating notes, when clinicians start using and become proficient with more advanced productivity tools in Dragon Medical One, they can save an additional three hours per physician per month getting a high quality note in even less time. These efficiency gains allow them to see more patients, finish and share documentation immediately, and increase the overall quality of the patient experience.

“Dragon Medical One provided seamless access to speech recognition in the Epic EHR as different sites and care teams came together as one organization,” said Peter Mahoney, senior vice president and general manager of clinical documentation, Nuance. “Ubiquitous speech recognition across workflows not only improves physician adoption, but it has significantly improved physician collaboration, productivity and satisfaction and most importantly, it has helped them deliver better patient care.”

“Our clinicians have used Dragon Medical for many years, and they loved the way it improved clinical documentation,” said Fosen. “Even so, the release of Dragon Medical One and its cloud-based platform has significantly improved portability, provided greater access to users and made it much easier for IT to support and maintain. With Dragon Medical One, our transition to the cloud was extremely easy and effective.”

Dragon Medical Analytics

One of the advantages of Nuance’s cloud offering is easy access to analytics that allow hospitals and individual

physicians to see how well they are doing compared to other physicians with clinical documentation. In addition, Nuance's Client Success Organization uses these same analytics to proactively work with clients to drive adoption and efficiency and to help clients understand and leverage data to monitor progress and reach their goals. At Edward-Elmhurst Health, they found sharing stats, such as "you saved 5 minutes" very helpful in reinforcing ease of use with physicians while also identifying opportunities for improvement in documentation quality. Dragon Medical Analytics dashboards highlighted top users and productivity statistics, providing detailed metrics about the effort clinicians put into creating their documentation, as well as speech recognition savings estimates in terms of time and costs at a glance.

Nuance revitalizes the clinician's experience using clinical documentation solutions to help capture and communicate the patient story more naturally and efficiently – freeing clinicians to focus on caring for patients. Nuance healthcare solutions touch more than 300 million patient stories each year, supporting more than 500,000 clinicians and 10,000 healthcare facilities worldwide. Nuance's award-winning solutions and professional services drive smart, efficient and complete documentation supporting clinicians in any clinical workflow and on any device.

For more information on Edward-Elmhurst Health's success with Dragon Medical, please view the full [case study](#).

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. Connect with Nuance on social media through the healthcare blog, [What's next](#), as well as [Twitter](#) and [Facebook](#).

Nuance and the Nuance logo are trademarks or registered trademarks of Nuance Communications, Inc. or its affiliates in the United States and/or other countries. All other company names or product names may be the trademarks of their respective owners.

The statements in this press release relating to future plans, events or services, are forward-looking statements which are subject to specific risks and uncertainties. There are a number of factors which could cause actual events or results to differ materially from those indicated in such forward looking statements, including fluctuations in demand for the Nuance products, and the continued development of Nuance products. The reader is warned not to rely on these forward-looking statements without reservation, since these are simply reflections of the current situation. Nuance disclaims any obligation to update any forward-looking statements as a result of developments occurring after the date of this document.

CONTACT INFORMATION:

Media Relations: Ann Joyal

ann.joyal@nuance.com

(781) 565-4155

<https://news.nuance.com/2016-07-12-Physicians-at-Edward-Elmhurst-Health-Save-Up-to-Two-Hours-per-Shift-Using-Nuance-Dragon-Medical-Cloud-based-Speech-Recognition>