

# University of Kansas Health System Improves Physician Satisfaction and EHR Optimization Using Nuance Dragon Medical One

## **KUMC Exceeded Three Year Dragon Medical One Roll-out Goal in Less Than Three Months Due to Overwhelming Demand and Rapid Adoption**

BURLINGTON, Mass., September 20, 2017 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that the University of Kansas Health System (KUMC) has implemented a comprehensive set of Nuance voice-driven solutions to optimize electronic health record (EHR) use and improve physician mobility and satisfaction. The implementation includes [Dragon Medical One](#), [Dragon PowerMic Mobile](#), [PowerMic III](#) and [Nuance's EHR Services](#).

KUMC is committed to adopting intelligent solutions that create engaging patient interactions and high physician satisfaction. The healthcare organization needed a speech recognition solution that worked seamlessly with its Epic EHR system to improve clinical documentation and optimize EHR use. In addition, KUMC wanted a solution that would provide physicians with the flexibility to work from any hospital workstation or from home, and that would help them take better care of their patients and themselves.

Since KUMC has a successful, multi-year relationship with Nuance through its use of [Nuance PowerScribe 360 Reporting](#), the #1 KLAS category leader for speech recognition and front-end imaging, it turned to the company to help ease its physicians' growing technology burdens. KUMC conducted a head-to-head pilot program evaluating [Dragon Medical One](#) and PowerMic Mobile against an incumbent competitive solution. The pilot program, which lasted two months and included physicians from a range of specialties, gathered numerous data points for both qualitative and quantitative metrics.

"We carefully reviewed everyone's input, and in the end, it was quite clear that Nuance did a superior job by providing a better overall experience and the technical responsiveness that our teams demand. It was an easy choice for us," says Dr. Greg Ator, Chief Medical Information Officer for the University of Kansas Health System.

Following the successful pilot program, KUMC planned a multi-year, phased approach to rolling out Dragon Medical One, a secure, cloud-based speech recognition solution hosted on the [Microsoft Azure](#) HITRUST CSF certified platform, and engaged Nuance's EHR services for assistance. Satisfaction was so high among early adopters that KUMC surpassed its three-year adoption goal in the first three months of the rollout. Today, a full enterprise-wide site license for Dragon Medical One has been deployed to support the overwhelming demand for and rapid adoption of the Nuance solutions. Dragon Medical One's adoption is driven by technological advancements in artificial intelligence (AI) and machine learning techniques that increase physician efficiency and return on investment.

In a recent satisfaction survey, 99% of KUMC physicians said that Dragon Medical One makes it easier to capture patient stories, and 95% believe it makes it easier to complete their documentation within the EHR.

"Nuance is increasingly critical to our organization. Dragon Medical One makes it easier to enter information into the EHR, capturing the complete patient story more efficiently and effectively, all within the Epic workflow," said Dr. Ator. "The combination of verbal interaction, industry-leading speech recognition technology and artificial intelligence is creating a powerful paradigm for the future and giving our physicians the support they need to make the best possible clinical decisions."

“The burden on physicians today is significant, with an increasing focus on not only delivering quality and value, but documenting it. At Nuance, we design our solutions to ease that burden and help physicians refocus their time and effort on their top priority: patient care,” said Satish Maripuri, executive vice president and general manager of the Healthcare Division, Nuance. “By harnessing AI innovation and combining it with the power of voice, we’re enabling better use of technology that supports physician workflow, mobility and their ability to provide high quality care.”

[Click here to read the full University of Kansas Medical Center case study.](#) For more information on the results KUMC has experienced leveraging Nuance and Epic and to learn more about these solutions, Epic customers and prospects can visit [Nuance booth #304](#) at Epic Users’ Group Meeting, September 25-28, 2017, Verona, Wisconsin.

Nuance provides intelligent systems that support a more natural and insightful approach to clinical documentation, freeing clinicians to spend more time caring for patients. Nuance healthcare solutions capture, improve and communicate more than 300 million patient stories each year, helping more than 500,000 clinicians in 10,000 global healthcare organizations to drive meaningful clinical and financial outcomes. Nuance’s award-winning clinical speech recognition, medical transcription, CDI, coding, quality and medical imaging solutions provide a more complete and accurate view of patient care.

#### **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, please visit [www.nuance.com](http://www.nuance.com).

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