Singing River Health System Selects Full Portfolio of Nuance Clinical Documentation Solutions to Improve Quality, Productivity and Satisfaction

Deep EHR Integration with Epic Combined with AI Innovation Provides Health System Unmatched Value through CAPD Capabilities

BURLINGTON, Mass., September 26, 2017 – Nuance Communications, Inc. today announced that Singing River Health System, a top-ranked community-owned health system in Mississippi, has selected Nuance's full suite of artificial intelligence-driven clinical documentation solutions to improve clinician productivity, satisfaction and quality metrics while optimizing its electronic health record system (EHR). Singing River Health System is the first healthcare organization to deploy Nuance's full portfolio of in-workflow Computer-Assisted Physician Documentation (CAPD) solutions for Epic, including Dragon Medical Advisor. The large-scale installation also includes Dragon Medical One.

Like many community health systems, Singing River Health System faces challenges with operating margins, revenue capture and case mix index (CMI) – driving improvements in these areas is key to the organization's long-term success. Backed by artificial intelligence (AI), Nuance's in-workflow CAPD solutions ensure accuracy in patient care and documentation – supporting clinical quality initiatives, reimbursement and regulatory requirements by positively impacting note quality and enabling more thorough communication between caregivers.

The portfolio of in-workflow solutions, includes:

- Dragon Medical Advisor presents physicians with real-time advice for the specificity of diagnoses so that encounters can be properly coded – accelerating billing, reducing denials and improving risk adjustment.
- Epic NoteReader CDI (with Nuance CAPD) analyzes all notes from the patient encounter in Epic with the unique ability to discover undocumented diagnoses and present clinical clarifications. It helps physicians better capture the true severity and acuity of each patient, positively impacting quality metrics and driving appropriate reimbursement.
- Epic NoteReader (with Nuance CAPD) automatically extracts structured data from unstructured narratives and auto-populates the patient record in Epic with information including problems, medications and allergies, improving productivity, safety, quality and clinician satisfaction.

"We were impressed with Nuance's proven ability to enable us to deliver significant financial return and improved quality metrics through its CAPD solutions. Nuance also demonstrated that its solutions could alleviate our previous problems with clinical speech recognition and provide improved mobility for physicians," Kory Hudson, MBA, RHIA, CPHIMS, Director of Information Systems, Singing River Health System. "This performance, combined with Nuance's superior technology, commitment to innovation and strategic development relationship with Epic, were key factors in our decision."

Singing River Health System is a long-time Nuance customer that needed a speech recognition solution that would provide its clinicians the flexibility and ease of use to document anywhere – desktop or mobile device, on-site or from home. Singing River Health System chose to implement Nuance's Dragon Medical One, Dragon Medical embedded in Epic Haiku and Canto, PowerMic Mobile and Nuance Transcription Services to improve speech accuracy and provider productivity, provide mobility options for clinicians and optimize the organization's Epic EHR.

Dragon Medical One is a secure, cloud-based speech recognition solution hosted on the [Microsoft Azure](#) HITRUST CSF certified platform. Its technological advancements in AI and machine learning techniques drive increased physician efficiency and return on investment. Nuance's cloud-based solutions were a good economic fit for Singing River Health System due to flexible pricing that does not require a large, upfront capital investment.

"Singing River Health System and other health systems have made tremendous investments in their EHR systems, and through our tight integration with vendors like Epic, we help maximize the value of EHRs in support of quality patient care," said Satish Maripuri, executive vice president and general manager of the Healthcare Division, Nuance. "Our deep EHR integrations, combined with the power of voice and real-time intelligence, provides physicians with an easy, seamless experience for documenting patient care, regardless of device, giving them an optimized experience while helping them focus more on patients themselves."

For more information and to learn more about Nuance's clinical documentation solutions, visit [Nuance booth #304](#) at Epic Users' Group Meeting, September 25-28, 2017 in 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.

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