

# Nuance Ranked #1 in Healthcare Industry Reports from Black Book

## **Market Research Company Recognizes Nuance as Top Vendor in End-to-End Coding, CDI, Transcription & Speech Recognition Technology**

BURLINGTON, Mass., October 09, 2017 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced its recognition as the leading vendor in a recent report by Black Book™ Research, the independent market research and opinion research company. Nuance ranked #1 for [End-to-End Healthcare Coding, Clinical Documentation Improvement \(CDI\), Transcription and Speech Recognition Technology](#) for the fifth consecutive year.

Black Book polls and surveys healthcare executives and frontline users about their current technology and services partners, and awards top-performing vendors based on indicators of client experience, loyalty and customer satisfaction. The rankings are a result of the 2017 survey responses from 256 hospitals and 1,449 physician practices.

Nuance achieved the highest scores on the majority of the 18 performance indicators measured among Hospitals and Inpatient Facilities, and Physician Practices, Groups and Clinics. The survey of hospital technology, financial and physician leaders found that coding and clinical documentation improvements are now imperative. As health systems increasingly look to optimize their electronic health records (EHRs) to meet the needs of their care teams, Nuance's suite of clinical documentation and coding solutions enable more efficient and accurate documentation, while increasing physician satisfaction. Overall, 83 percent of hospitals surveyed report cutting transcription costs in half or more while improving the transparency of dictation and transcription processes within one year of implementing end-to-end coding, CDI and transcription software tools. In addition, 90 percent of providers realized operational efficiencies without impacting clinician workflows.

### **Accurate Documentation Leads to Better Care and Reimbursement**

Black Book noted that Nuance's clinical documentation improvement programs for both inpatient and outpatient care are evolving to meet changing rules and regulations, and 94% of physician groups and practice associations participating in the survey confirmed the need to build successful CDI programs to meet the complex challenges of outpatient services, specifically. In addition, CDI programs are associated with improved case mix indexes, reduced expected mortality rates, and greater physician engagement – 85% of hospitals surveyed confirmed documented quality improvements and increases in case mix index within six months of CDI implementation. Every correction in clinical documentation helps improve revenue in a fee-for-service world while generating better clinical outcomes, helping providers bridge the gap to value-based care. Accuracy from the start is critical as outcomes become more visible and directly impact provider reputations, patient volumes and hospital finances.

"Clinical documentation improvement is becoming a priority for health systems across the country who are taking on population health and big data initiatives, as care teams increasingly spot gaps in the EHR's ability to effectively capture patient data," said Doug Brown, managing partner of Black Book. "Achieving this recognition over consecutive years demonstrates that Nuance is critical to the organizations it serves by accelerating workflows, ensuring fuller and timelier reimbursements, and improving patient care."

“It’s an honor that our end-to-end clinical documentation solutions are repeatedly recognized for their ability to offer the support health systems need as they work to provide high quality care. Our CDI technology is designed to capture a more accurate view of severity and the level of care required to treat each patient while reducing the time-consuming and workflow-disrupting aspects of documentation and reporting,” said Satish Maripuri, executive vice president and general manager of the Healthcare Division, Nuance. “Our suite of solutions is proven to help save a health system millions on transcription costs, significantly improves appropriate reimbursement and allows clinicians to spend 50% less time on documentation. Powered by artificial intelligence, Nuance fits within a physician’s workflow and allows more time for meaningful interaction with their patients.”

[Click here](#) to access the 2017 Black Book End-to-End Coding, CDI and Speech Recognition Technology reports for Hospitals and Inpatient Facilities and/or Physician Practices, Groups and Clinics.

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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