

Infographic: How Your Hospital Can Curb Rework and Burnout, Enabling Staff to Spend More Time with Patients

Includes Clinical and Financial Outcomes from Hospitals Using Nuance's AI-Powered Computer-Assisted Physician Documentation Solutions to Reduce Rework

BURLINGTON, Mass., and LAS VEGAS, March 5, 2018 – At HIMSS 2018, [Nuance Communications, Inc.](#) (NASDAQ: NUAN), (booth #1143) unveiled new study data in an infographic about the importance of reducing rework. The healthcare system is built on the premise of rework with clinical documentation specialists and coders going back to the care team for specifications and clarity on clinical documentation, causing physicians to relive their day and rework documentation done previously. Rework is a root cause of staff burnout in hospitals and healthcare systems. The infographic is available for download [here](#).

As physicians and care teams face mounting pressure and stress many are struggling to find enough time to spend with patients while completing their administrative duties, which often includes re-doing work and adding details needed to satisfy regulatory and administrative functions. The unrelenting cycle of pressure and stress lead to more rework and burnout which in turn causes staff to work longer hours and accumulate more fatigue and stress. According to the American Medical Association, burnout causes a 200 percent increase in medical errors. To help curb rework, several U.S. health systems have turned to Nuance's artificial intelligence (AI)-powered Computer Assisted Physician Documentation (CAPD) solution or its' Computer-Assisted Clinical Documentation Improvement (CACDI) solution for help. As shown in the Infographic, the computer assisted technology helped improve the first-time accuracy of documentation which significantly reduced rework, improved staff satisfaction and retention. Specifically, the impact includes:

- 36 percent average reduction in retrospective CDI /coding queries
- 20 percent increase in the number of cases a CDS can review
- 36 and 24 percent improvement in capture of Extreme SOI and Extreme ROM, respectively
- 54 percent improved reimbursement accuracy on queries impacted, or \$5K on average for each

With the significant amounts of data physicians and care teams must listen to and capture while tending to their other hospital-related responsibilities and dealing with the stress and pressure of their jobs, details slip through the cracks or may be entered incorrectly. The lasting impact of incorrect or incomplete documentation can be significant, potentially compromising patient care, causing an increase in claim denials and proper insurance reimbursements and eventually resulting in a hospital staff member reworking, or fixing the inaccuracies. Therefore, it's no surprise that, according to a recent CHIME survey, 48 percent of CHIME CIOs are planning to deploy AI within the next five years to help address these issues.

Nuance is helping customers leverage the real-time intelligence and decision support made possible with AI to dramatically improve both the quality and speed with which each patient's clinical story is captured. Making sure every instance of the patient story is always right gives physicians the confidence they are accurately documenting all the details required to describe the level of complexity and care provided to each patient. At the same time, it helps combat clinician burnout by relieving the stress and significant amount of time needed to create a thorough patient story.

To see Nuance's AI-powered CAPD and CACDI in action, visit Nuance booth #1143 at HIMSS 2018, Las Vegas, Nevada, March 5-8, 2018.

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. (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.

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