

Nuance Introduces AI-Powered, Cloud-Based Clinical Documentation Excellence Product Suite at AHIMA '18

Company and health system leaders to share breadth of CDI quality and clinical expertise at annual conference

MIAMI, FL., Sept. 24, 2018 – Today, at the [American Health Information Management Association \(AHIMA\) Convention and Exhibit \(booth #937\)](#), [Nuance Communications, Inc.](#) (NASDAQ: NUAN) introduced and demonstrated [Nuance CDE One](#), and other new clinical documentation excellence solutions. CDE One is a cloud-based workflow management, collaboration and insight system designed for clinical documentation improvement (CDI) teams. CDE One's artificial intelligence (AI)-powered capabilities enable smarter workflows and enhanced care team collaboration, satisfaction and efficiency. Additionally, CDE One's powerful analytics provide health system executives with key insights into staff, physician and program performance. Because of its cloud-based deployment, CDE One also reduces health system resources spent on technical support and overall maintenance. Additionally, Nuance clinical documentation excellence solutions are hosted on Microsoft® Azure, a HITRUST CSF-certified hosting infrastructure, to assist the customer with privacy, security, and compliance.

CDE One is designed to work seamlessly with [CDE Triage](#), Nuance's cloud-based solution for automated encounter prioritization. Combining AI-powered capabilities and Nuance's deep expertise in clinical documentation processes, CDE Triage prioritizes cases that require the CDI team's focused attention and documentation management. Many clients who have deployed this solution have realized a 20 percent¹ increase in their total case review rates.

"Nuance delivers innovative clinical documentation excellence solutions that improve the satisfaction and productivity of our physicians and CDI team while advancing patient care," said Cathy Huss, HIM Director, Halifax Health. "Nuance CDE Triage's prioritization and automation helps our CDI team focus their efforts while expanding their ability to cover more cases. [Nuance's Dragon Medical Advisor](#) provides AI-powered documentation guidance for our physicians which has reduced the average number of severity queries the CDI team sends by 63 percent."

Sharon Cooper, manager clinical documentation/appeals of Owensboro Health said, "We have a long-standing relationship with Nuance and are excited to move forward with CDE One and CDE Triage. The advanced analytics will allow us to access immediate insights into program performance, drill down to the root causes and spot trends that can impact our quality improvement initiatives such as automating the time-consuming chart review process, prioritizing areas where attention is needed, addressing denials and uncovering opportunities for our team to investigate more complex diagnoses, while expanding our coverage."

Nuance Showcases AI-Powered Solutions for CDI Teams & Expertise at AHIMA '18

During AHIMA, Nuance also will exhibit its suite of AI-powered clinical documentation solutions, which help improve clinician efficiency and quality metrics while optimizing clinician experiences with electronic health records (EHR). Several Nuance subject matter experts will present key sessions throughout the five-day conference on topics ranging from reducing denials to dealing with healthcare's collective security threat. They will share best practices and strategy activation techniques so that Health Information Management (HIM) professionals can implement them in their own practices.

"Each year, AHIMA provides us with an opportunity to showcase solutions for achieving clinical documentation

excellence that streamline documentation and coding processes; close gaps in care; and deliver better clinical and financial outcomes,” said Michael Clark, senior vice president and general manager of Provider Solutions at Nuance. “Today’s CDI teams need solutions that address issues in documentation quality at the point of care and help avoid the re-work that comes from inefficient processes. Our continued development of AI-powered, cloud-based solutions such as CDE One and computer-assisted physician documentation (CAPD) solutions like Dragon Medical Advisor, support and advance our clients' critical work.”

For more information, visit [AHIMA](#) booth #937 at the Miami Beach Convention Center, September 22-26, 2018. Nuance’s AHIMA speaking sessions include:

- The Case for Elevating the CDS Role to Advanced Practices, Sept. 22, 1:30-2:30 PM: Melinda Tully, MSN, CCDS, CDIP, SVP of Clinical Services and Education, Nuance, and Mario Perez, RHIA, CDPI, CCS, CCS-P, AHIMA-Approved ICD-10-CM/PCS Trainer, Nuance.
- Closing Keynote: One Year After NotPetya: Confronting Healthcare’s Collective Threat, Sept. 22, 3:05-4:30 PM: Joe Petro, CTO and Michael Clark, SVP and General Manager of Provider Solutions, Nuance.
- Cracking the Code: Reducing Denials Through On-the-Spot Education and Corrective Action, Sept. 23, 10:00-11:00 AM: Ken Kolenik, Director of Product Management, Nuance, Sherry Wilkerson, RHIA, CCS, CCS-P, CCDS, Nuance’s HIM Services Senior Consultant, and Judy Kelly, Senior Director of Health Information and Clinical Documentation Improvement for Rochester Regional Health.
- Do You See What I See? Key Analytics to Monitor for Documentation and Revenue Integrity Across the Continuum, Sept. 26, 9:00-9:45 AM: Catherine Gorman-Klug, MSN, RN, Director of Quality Service Line, Nuance.

About Nuance Healthcare

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 the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that can understand, analyze and respond to human language to increase productivity and amplify human intelligence. With decades of domain and artificial intelligence expertise, Nuance works with thousands of organizations – in global industries that include healthcare, telecommunications, automotive, financial services, and retail – to create stronger relationships and better experiences for their customers and workforce. For more information, please visit www.nuance.com.

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1 Data on file

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