

Nuance Ranked #1 in 2018 Healthcare Industry Report from Black Book Research

Nuance rated highest for client experience, satisfaction and loyalty by hospitals, physicians, inpatient facilities and ambulatory care organizations

BURLINGTON, Mass., October 24, 2018 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that it has been ranked #1 for the sixth consecutive year in an annual healthcare report published by Black Book Research. Nuance was ranked first in End to End Coding, CAC, clinical documentation improvement (CDI) and HIM Solutions: Inpatient Hospitals and Health Systems as well as the Physician Practices, Groups, Clinics and Ambulatory Care. In addition, Nuance was rated highest in client experience, satisfaction and loyalty among inpatient facilities, ambulatory care organizations and physician practices and groups. The top rank achievement comes on the heels of [Nuance's launch](#) of AI-powered [CDE One](#), a cloud-based workflow management, collaboration and insight system designed for CDI teams. [CDE One](#) reflects Nuance's commitment to provide CDI teams with highly innovative solutions to enhance care team collaboration, satisfaction and efficiency.

Black Book 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 2018 survey responses from 2,920 healthcare providers and organizations.

The Black Book survey of hospital technology, financial and physician leaders found coding and clinical documentation improvements are now imperative. 85 percent of hospitals surveyed and 95 percent of physician practices 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. 90 percent of providers realized operational efficiencies without impacting clinician workflows. 82 percent of hospital chief financial officers who participated in the Black Book Survey reported that comprehensive coding, CDI and transcription programs delivered among the most rapid return on all technology investments in 2017-2018.

“In today's healthcare environment, the need for proper clinical documentation improvement technology has never been more essential as it can dramatically improve operational efficiency in healthcare organizations,” said Doug Brown, managing partner of Black Book. “Achieving the top rank for six years running demonstrates the effectiveness of Nuance's CDI solutions in helping accelerate workflows and accurate, more timely reimbursements for its clients.”

“Black Book Research is a well-respected firm in the healthcare industry and we are honored that our AI-powered, end-to-end clinical documentation solutions are repeatedly ranked number one for their ability to offer clinicians and care teams the in-workflow intelligence they need to provide the highest quality care,” said Michael Clark, senior vice president and general manager of Provider Solutions at Nuance. “Our solutions help clinicians and care teams reduce the amount of time they spend documenting each patient encounter, one of the leading causes of burnout. Not only are they saving time that can be reinvested in patient care, but they're able to document the complete patient story at the point of care with our AI-powered solutions which supports them getting paid for the care they provided.”

Nuance achieved the highest scores on the majority of the 18 performance indicators measured among hospitals, inpatient facilities, and physician practices, groups and clinics. The coding-centric, key performance

indicators measured by Black Book are: Strategic Alignment of Client Goals including value-based care and MACRA; Innovation & Optimization; Training; Client relationships and cultural fit; Trust, Accountability, Transparency, and Ethics; Breadth of offerings, client types, delivery excellence; Deployment and outsourcing implementation; Customization; Integration and interfaces; Scalability, client adaptability, flexible pricing; Compensation and employee performance; Reliability; Brand image and marketing communications; Marginal value adds and modules; Financial and Managerial Viability; Cybersecurity; Support and customer care; and Best-of-breed technology and process improvement.

[Click here](#) for Black Book's press release announcing Nuance's #1 rank in End to End Coding, CAC, CDI and HIM Solutions: Inpatient Hospitals and Health Systems and Physician Practices, Groups, Clinics and Ambulatory Care.

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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