

Nuance's AI-Powered Diagnostic Solutions Help Curb Radiologist Burnout

Empowered with Nuance's AI-powered solutions, radiologists improve efficiency and accuracy while effectively managing and prioritizing workloads

BURLINGTON, Mass., November 13, 2018 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that its portfolio of artificial intelligence (AI)-powered diagnostic solutions is helping curb radiologist burnout, a critical issue that is compounded by inefficient processes and mounting volumes of work. Nuance is enabling radiologists to improve the efficiency and accuracy of disease detection, diagnosis and treatment with AI-powered diagnostic workflow and reporting solutions, real-time image sharing and communication, powerful performance and analytics tools and an open platform for sharing AI algorithms.

As radiologists face mounting pressure and stress, due to an ever-growing volume of exams, more complicated reporting requirements, a decrease in reimbursements and the need to demonstrate greater patient and clinical value, many are struggling to find enough time to complete their work in an already long day. It is common for radiologists to spend more time on lower-value, routine processes than they do reviewing patient exams, providing actionable insights and follow-up recommendations to referring physicians. This unrelenting cycle increasingly leads to higher rates of burnout. In 2018, [the burnout rate in radiology became the 7th highest among all medical specialties.](#)

Nuance engineered its AI-powered solutions to help clients like Jefferson Health, Orlando Health, FF Thompson Hospital and Yale New Haven Health, overcome inefficient practices and enable their radiologists to optimize their current workflows to improve the efficiency of disease detection, reporting and patient follow-up.

- “We knew we needed a solution that would allow us to consolidate and intelligently manage radiology workflow across our growing enterprise,” said Chris Tomlinson, MBA, CRA, FAHRA, VP of enterprise imaging at Jefferson Health. “The comprehensive workflow orchestration solution will allow us to make optimal use of our subspecialists while streamlining work distribution across disparate sites and prioritizing patient care – ultimately supporting our vision of a single, unified radiology service line. With the addition of a robust lung cancer screening and follow-up recommendation platform, we are more proactively and effectively managing patient care and ensuring our patients get the recommended follow-up care they need.”
- “To continue providing our patients with the best radiology services throughout our healthcare system, it’s critical that we equip our team with state-of-the-art technology solutions,” said Michael Gurian, MD, Medical Center Radiology Group physician project champion in partnership with Orlando Health. “We chose Nuance because they provide a true end-to-end workflow solution with a robust communication and collaboration platform. Their highly configurable product allows us to reduce operational inefficiencies and prioritize patient care to ensure every exam reaches the right specialist every single time.”
- “Nuance understands the value-based challenges that radiologists currently face and how to harness technology to address them. When used to augment a radiologist’s work, Nuance’s mPower Clinical Analytics platform can triple the positive impact of recommendation tracking systems,” said Ben Wandtke, MD, MS, chief of diagnostic imaging, FF Thompson Hospital. “Not only does this cloud-based technology help optimize productivity and efficiency, it also improves compliance and increases technical revenue for radiology practices.”
- “PowerScribe Workflow Orchestration consolidates and streamlines our radiology workflow, eliminating the

need to hop between multiple systems to determine what comes next,” said Matthew Zawalich, director, clinical imaging technologies, Yale New Haven Health. “The work is organized, prioritized and delivered in a thoughtful and intelligent manner – it’s saving time, increasing efficiencies, and allowing our radiologists to focus on the important work of reading patient exams and delivering the best possible care.”

“The momentum we’re experiencing in the diagnostic market points to our understanding of radiologists’ day-to-day responsibilities and our purpose-built solutions that help them overcome the time-consuming challenges that can lead to burnout and take time away from their patients,” said Karen Holzberger, vice president and general manager, Healthcare Diagnostics, Nuance. “Our industry leading solutions are powered by AI to equip radiologists to work more efficiently, drive productivity, enhance accuracy and improve patient outcomes. We will remain relentless in our mission to transform diagnostic imaging to meet the needs of the industry today and tomorrow.”

Nuance will be showcasing its commitment to AI innovation in diagnostic imaging at the [2018 RSNA Annual Meeting](#) at booth #2700 in South Hall A at McCormick Place, November 25 – 30 in Chicago, IL.

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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