

Nuance's AI-Powered Clinical Documentation Solution Helps Advance "Joy of Johns Hopkins Medicine" Initiative

Leading U.S. health system collaborates with Nuance to reduce clinician, caregiver burnout and improve satisfaction and engagement with AI-powered clinical documentation solutions

BURLINGTON, Mass., December 18, 2018 – [Nuance Communications, Inc.](#) (NASDAQ: NUAN) today announced that it is honored to have its conversational artificial intelligence (AI)-powered clinical documentation solutions selected to help advance "Joy at Johns Hopkins Medicine," a comprehensive, multi-year initiative developed and launched by Johns Hopkins Medicine to help combat clinician and caregiver burnout by enabling them to rediscover the true joy that comes from treating and healing patients.

Burnout is an industry-wide epidemic that is severely affecting the quality of care physicians are able to provide to their patients. According to Medscape's [annual survey](#), about 51 percent of physicians reported feelings of burnout in 2017 – an increase of more than 40 percent from 2013. Studies have also shown that a high percentage of physician stress results from daily administrative tasks as over half of a physician's work day is spent entering data, while only 27 percent of their time is spent with patients².

In an effort to address these challenges, leaders at Johns Hopkins Medicine established the Joy in Medicine Task Force, a multi-disciplinary, system-wide initiative to adopt support systems to help reduce burnout, maximize engagement and help clinicians and caregivers achieve professional goals. Johns Hopkins Medicine also implemented an electronic health record (EHR) optimization team to minimize the stresses of learning EHR systems. According to [leaders at Johns Hopkins, they chose](#) to implement Nuance's conversational AI-powered clinical documentation solutions – including Dragon Medical One and Dragon Medical Advisor – to foster greater physician productivity and satisfaction, improve quality metrics for reporting and maximize physician-patient interactions by easing the documentation burden on physicians.

With [Dragon Medical One](#), an industry leading HITRUST CSF certified healthcare speech recognition platform hosted on the [Microsoft Azure](#) HITRUST CSF certified platform, physicians at Johns Hopkins Medicine will be able to dictate patient stories anywhere, anytime, in turn reducing clinical documentation time and placing a greater emphasis on patient-provider interactions.

Johns Hopkins Medicine also selected Nuance's [Dragon Medical Advisor](#), an in-workflow Computer-Assisted Physician Documentation (CAPD) solution that presents physicians with real-time advice for the specificity of diagnoses so that encounters can be properly coded, which accelerates billing, reduces denials

and improves risk adjustment. The system's enterprise-wide agreement also includes Dragon Medical embedded in Epic Haiku and Canto to further optimize the organization's EHR and provide dictation options for clinicians on the go, and [PowerMic Mobile](#) to provide clinicians with increased documentation mobility through a secure wireless microphone app.

“Johns Hopkins Medicine is a pioneer in addressing physician satisfaction with their Joy at Johns Hopkins Medicine initiative. The common values shared between our teams has made this initiative even more meaningful, as we both place great importance on the need for solutions that reduce physician burnout and enable physicians to easily capture the full patient story,” said Michael Clark, senior vice president and general manager, Provider Solutions, Nuance. “Our technology is focused on augmenting the physician's role for an improved experience for both patients and physicians, with the goal of getting physicians as close to a natural workflow as possible. We're looking forward to continuing to collaborate with Johns Hopkins Medicine to make this goal a reality.”

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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Press Contact Information

Julie Sculley (for Nuance)

FleishmanHillard

M: 617-986-5730

julie.sculley@fleishman.com

1 Medscape Annual Survey, 2017

2 Annals of Internal Medicine, “Tethered to the EHR: Primary Care Physician Workload Assessment Using EHR Event Log Data and Time-Motion Observations,” September/October 2017

<https://news.nuance.com/2018-12-18-Nuances-AI-Powered-Clinical-Documentation-Solution-Helps-Advance-Joy-of-Johns-Hopkins-Medicine-Initiative>