

How Leaders See Ambient Clinical Intelligence Improving the Patient Experience

Survey shows leaders' eagerness to improve the accuracy of documentation and allow clinicians to focus on the patient story.

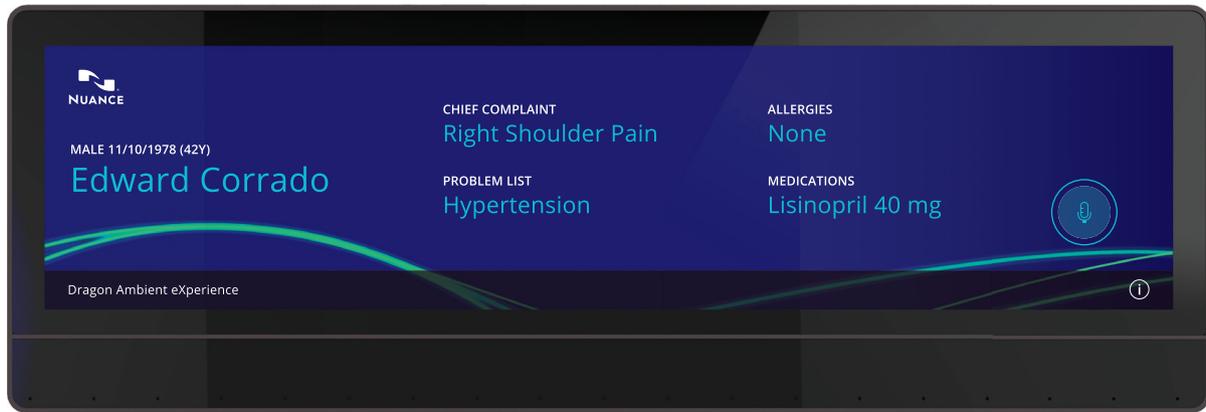
The advent of the electronic health record has brought significant healthcare advancements, including searchable and accurate documentation, streamlined order entry, and advanced decision support technology, among other benefits. But this sophisticated technology is also at the core of a common complaint among clinicians and patients: that a computer screen stands between caregivers and their patients, distracting and burdening clinicians and ultimately negatively impacting the provider-patient relationship.

To leverage the power of the EHR while allowing clinicians to be more present and focused during patient encounters, leading health systems are investing in a new, voice-enabled technology called ambient clinical intelligence (ACI). Nuance is a leader in this space with their Dragon Ambient eXperience (DAX™) offering. Nuance DAX is an AI-powered, voice-enabled solution that securely listens and documents clinician-patient encounter conversations accurately, efficiently, and consistently using a mobile app or a wall-mounted ambient device. By leveraging the latest advancements in AI, Nuance DAX captures every word of the encounter while punctuation and



formatting happen automatically. Relevant physician statements and patient responses are added to the clinical note, eliminating the need to document during or after the visit. Clinicians speak naturally, and appropriate information is translated into clinical terminology through intelligent summarization.

On behalf of Nuance, Modern Healthcare Custom Media surveyed healthcare executives to gauge their opinions and perceptions about ACI technology, and explore how it will impact the **patient experience, physician satisfaction, quality of care and reimbursement**.



Nuance DAX ambient device

Leaders see significant clinical and operational benefit with ACI

Clinicians spend an average of 16 minutes and 14 seconds per patient encounter using the EHR, spending most of that time on chart review (33 percent), documentation (24 percent), and ordering (17 percent), according to a study in the *Annals of Internal Medicine*¹. So, it is no surprise that healthcare organizations see the promise of ACI to improve clinical documentation and allow caregivers to focus more on their patients. When asked about the potential for ACI, 72 percent said it would allow clinicians to focus on patient care, 66 percent said it would improve productivity, and 64 percent said it would improve note accuracy.

Leaders expressed confidence in ACI's ability to improve clinical outcomes, with 76 percent of respondents agreeing that it will positively impact the quality of care at their organization. When care is accurately documented, errors can be avoided and patient-provider engagement is improved, enabling patients to better adhere to treatment plans and participate in their care.

When asked about how ACI could address leaders' priorities, their top three responses were:

- 1. The need to allow clinicians to focus more on patient relationships and improve patient satisfaction (65 percent):** The patient experience has become increasingly important for health systems, not only because some Medicare revenue is tied to HCHAPS patient satisfaction scores, but also because leaders face increasing competition from alternative care sites that are positioned as more convenient and consumer-friendly. Building patient trust is a critical priority for health systems and a positive patient experience is a significant differentiator that can improve patient retention.
- 2. Note quality and accuracy (58 percent):** When clinical documentation is accurate, patients are provided with the right care at the right time. In addition, 81 percent of survey respondents agreed that high quality and accurate notes could have a positive impact on timely and accurate reimbursement at their organization.
- 3. Ease of use/Improving clinician productivity (both tied at 51 percent):** Clinician satisfaction is also a priority for leaders, as burnout can lead to the potential for errors and costly turnover. Seventy-four percent of survey respondents said that clinician burnout is costly to their organization

81% of leaders believe ambient clinical intelligence could have a positive impact on timely and accurate reimbursement.

Source: Modern Healthcare Custom Media survey

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and that ACI could support their efforts to reduce it. It is estimated that burnout costs healthcare organizations \$4.6 billion each year as a result of turnover and a reduction in clinical hours among burned out clinicians who are choosing to work lessⁱⁱ. That is why many providers invest in technology that lessens the administrative burden and eases documentation.

ACI is seen as an improvement over existing documentation methods

Over half of respondents (67 percent) believe that ACI would offer more value over common documentation methods, including traditional dictation and medical scribes. Many clinicians wait until after the appointment or the end of the day to document visits, which can result in documentation discrepancies.

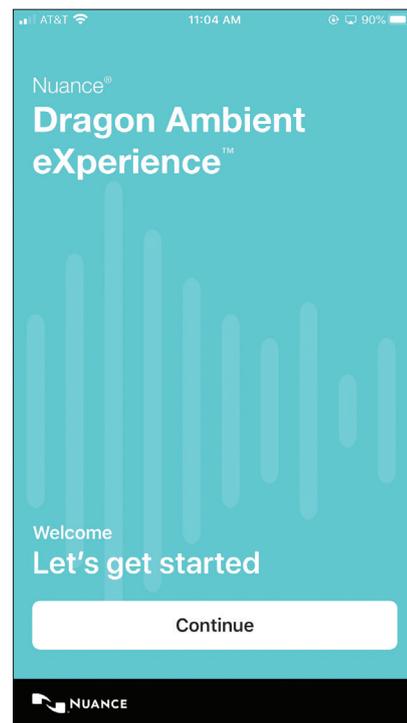
Executives see an important role for ACI in enabling effective virtual care

As health systems are faced with significant challenges and uncertainty stemming from the global COVID-19 pandemic, they're investing in technologies that allow them to continue to provide care safely and

effectively. Sixty-four percent of respondents agreed that the COVID-19 pandemic and the shift to virtual care heightened the need for ACI. Leaders must think about documentation in an innovative, intentional way as the patient encounter becomes distant from the physician's office; adoption of telehealth has skyrocketed, and more clinicians conduct virtual visits. Whether a patient encounter takes place in person or virtually, documentation must be accurate.

The demands of healthcare require that clinical documentation be transformed from a burden to an asset

Our study shows that leaders see a clear impetus for ACI to improve the quality of care, curtail unnecessary costs, reduce clinician burnout and improve patient satisfaction. Leading health systems are leveraging



The Nuance DAX mobile application

88%

Within only two weeks of using DAX, providers experienced an 88% increase in provider satisfaction for clinical documentation.

76%

Over three-quarters of physicians surveyed across specialties believe Nuance DAX improves the quality of the patient experience.

Source: Nuance customer survey

ACI to overcome the significant challenges that are impacting organizations.

Nuance DAX exceeds the capabilities of other documentation solutions and offers an unprecedented opportunity to transform the physician-patient experience with clinical documentation that writes itself™ for both telehealth and in-office visits. Virtual visits can be documented with the DAX mobile app or within Microsoft Teams, enabling clinicians to document from virtually anywhere and reduce the number of devices required for conducting telehealth visits.



Nuance DAX for Microsoft Teams

Built on Microsoft Azure, a secure HITRUST CSF-certified platform, Nuance DAX is available for an array of medical specialties and extends the power of the Dragon Medical One speech recognition technology with the latest advancements in ambient sensing technology and AI to create a fully voice-enabled and ambient exam room environment.

To learn more about how Nuance can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, call 1-877-805-5902 or visit nuance.com/ambient.

ⁱ Overhage, J. M., & McCallie Jr., D. (2020). Physician Time Spent Using the Electronic Health Record During Outpatient Encounters. *Annals of Internal Medicine*. Retrieved from *Annals of Internal Medicine*: <https://www.acpjournals.org/doi/10.7326/M18-3684>

ⁱⁱ Han, S., Shanafelt, T. D., Sinsky, C. A., Awad, K. M., Dyrbye, L. N., Fiscus, L. C., . . . Goh, J. (2019). Estimating the Attributable Cost of Physician Burnout in the United States. *Annals of Internal Medicine*. Retrieved from <https://www.acpjournals.org/doi/10.7326/M18-1422>

About this Survey

Modern Healthcare Custom Media, on behalf of Nuance Communications, commissioned Signet Research, Inc., an independent company, to co-develop and analyze a survey of healthcare professionals. The objective of this survey was to learn about leaders' opinions and perceptions of ambient clinical intelligence (ACI).

On September 15, 2020, Modern Healthcare Custom Media sent a broadcast email to healthcare professionals who are Modern Healthcare registrants asking them to participate in a survey. The base used is the total answering each question. Survey findings may be considered accurate with a 95 percent confidence level, and a sampling tolerance of approximately +/- 6.7 percent.



Nuance Communications (NASDAQ: NUAN) is the pioneer and leader in conversational AI innovations that bring intelligence to everyday work and life. The company delivers solutions that understand, analyze, and respond to people—amplifying human intelligence to increase productivity and security. With decades of domain and AI expertise, Nuance works with thousands of organizations globally across healthcare, financial services, telecommunications, government, 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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