



Dragon[®] Medical Professional Services

Partner with Nuance Healthcare to Ensure Smooth Deployment and Meet Your Organizational Objectives

Dragon Medical is an enterprise clinical solution which makes your providers faster and more productive with electronic health record (EHR) software through front end speech recognition. To ensure your implementation is smooth and achieves your objectives, Nuance Healthcare provides a comprehensive professional services offering.

By engaging Nuance Healthcare, you'll be partnering with an organization with over 20 years of experience; an organization that has aided physician practices and health systems of all sizes. Nuance Healthcare brings best practices to your implementation, saving your clinical systems' support staff and clinicians' time. We deliver a proven, streamlined implementation methodology that leverages change management strategies, resulting in high physician adoption of Dragon Medical.

Nuance Healthcare will provide direct support and resources to ensure smooth execution of each of these seven critical steps in your Dragon Medical deployment:

- ▣ **Project Planning and Kick-Off**
- ▣ **Clinical Workflow Definition**
- ▣ **Custom Command Development**
- ▣ **Custom Technical Implementation**
- ▣ **Training Planning and Development**
- ▣ **Training Delivery and Go-Live**
- ▣ **Post Implementation Measurement**

Dragon Medical is developed and sold by Nuance Healthcare, a division of Nuance Communications, Inc., the world's leading provider of speech and imaging solutions with revenues of nearly one billion dollars. Our authorized experts are committed to working shoulder to shoulder with your clinical software support and project management staff to ensure your deployment is successful.

Project Planning and Kick-Off: Driven by Metrics

During Project Planning and Kickoff, Nuance Healthcare partners with your organization's team members to develop a plan and launch the project.

Nuance Healthcare deployments rely in part on setting and measuring performance against project metrics, which are jointly agreed-on measurements used to determine the improvements and efficiencies gained by deploying Dragon Medical. Metrics may be either proposed "top down" by senior management—typically those used to help justify the financial investment in Dragon Medical—or presented "bottoms-up" by the project team for formal incorporation into the plan.

To ensure that your senior management and Nuance Healthcare have a full view of the project status, metrics are continuously collected and analyzed. Certain measurements can quickly help to determine whether changes in priority need to be made, or if additional resources are needed to meet project goals.

Included in the planning activities is the creation of a change management plan that is tailored to your organization. With the introduction of any new technology, an effective change management strategy that has support from senior administrative and clinical management should be considered a critical success factor for your deployment.

Nuance Healthcare also provides a library of proven pre- and post-go live clinician surveys—used by some of the largest and most well known health systems—to measure success of Dragon Medical. The prompt execution of easy-to-complete, web-based surveys allow customers to track staff use, satisfaction, and impact to assist in project reviews at the highest levels of an organization. So your project decisions are made based on data, not anecdotes.

Defining Clinical Workflows with the Experts

Whether you're using Epic®, Cerner®, Allscripts®, GE®, Centricity, NextGen®, or another EHR system, correctly configuring Dragon Medical with your EHR is a critical success factor in optimizing physician productivity.

By carefully reviewing current clinical documentation practices, and then configuring Dragon Medical so it works optimally with your EHR, your physicians will experience an up to 30% boost in EHR productivity.

The Clinical Workflow Definition phase is performed on a per department or per line of service basis, as each department has its own unique requirements, providers, clinical protocols, treatment plans, and documentation needs.

Creating Custom Commands: Turbo-Charge Your Physician Experience

Dragon Medical can be customized to help clinicians navigate more quickly through the EHR and also document care working in conjunction with templates or other special documentation capabilities specific to your EHR.

Nuance Healthcare trainers take the information identified in the workflow phase to develop the Custom Commands required to support each workflow. Custom Commands aid in navigating the EHR and can improve the speed and efficiency of documenting clinical information.

Technical Planning and Implementation: Successful Configuration is the Key

Technical Planning and Implementation is an essential step, during which, working with experienced Nuance Project Engineers, the IT team delivers a smooth installation and test of Dragon Medical in their environment.

During the Technical Planning and Implementation phase, Nuance Healthcare project engineers work with the IT staff to review the technical environment and architecture, and design a test plan and go live plan that fits your timeframe and resources.

Nuance Healthcare experts set up "roaming profiles" which allow clinicians to access their Dragon Medical speech profile anywhere within the institution's network. Additionally, only Nuance Healthcare can assist the IT team in configuring Dragon Medical's Physician Acoustic/Language Model

Optimization, a set of powerful algorithms, which continuously optimize the speech profiles of each user for maximum performance, so Dragon Medical can truly "learn" your physicians' habits.

Training, Planning and Development to Fit Your Clinical IT Training Philosophy

The "moment of truth" for a Dragon Medical implementation is physician training. Organizations get one shot at training physicians; "getting it right the first time" is a core philosophy Nuance Healthcare brings to this stage of the project.

During training development, Nuance Healthcare will work with identified customer representatives to define an end user training strategy. Our team has extensive experience in the implementation of speech recognition solutions specific to most EHRs and has designed Best Practices documentation to aid in your success.

As part of our training offering, Nuance Healthcare recommends and delivers several training methods to its enterprise customers:

- **End-User Training.** Nuance Healthcare's recommended approach for ensuring high adoption and productivity rates of your clinicians is end-user training. Nuance Healthcare delivers a one-on-one or group training experience to each user. Our certified trainers will work with your physicians in one-on-one sessions covering an agenda designed to bring users to a highly productive state of use, within the clinical context. The average one-on-one training session is two hours per user and the group sessions typically accommodate up to six users in a three hour session.
- **Administrator Training.** As an alternative, some organizations with fully-staffed training organizations can choose to elect a train-the-trainer strategy, whereby Nuance Healthcare focuses its training resources on ensuring your internal training team has the skills to broadly work directly with your clinicians.
- **Help Desk Training.** Nuance Healthcare will train your help desk to triage and solve inbound technical and customer support calls in the same manner as its own in-house help desk organization.

Generally delivered to Help Desk, Field Support and In-House Training teams, these training curricula are designed to provide our customers with the necessary Dragon Medical knowledge

to effectively support their Dragon Medical user base for specific job responsibilities across an enterprise.

Training agendas are customized to fit the specific needs and expected roles of the individuals involved. Topics range from basic best practices for Dragon Medical use to advanced topics covering application customization, installation and support.

Training Delivery

The Training Delivery phase is the capstone event during which physician end-users will receive training from experienced Nuance Healthcare trainers or your IT department's clinical IT trainers. IT Administrative Staff, Clinical Application Support Staff, and Help Desk Staff will also receive specialized training to make them self-sufficient over time.

Post Implementation Measurement: Getting the Most from Your Investment

On an ongoing basis, Nuance Healthcare can help your team capture key metrics to track return on investment. Metrics include:

- ❑ Patient Volume
- ❑ Transcription Cost Reduction
- ❑ RVUs / Practice Revenue
- ❑ Physician Satisfaction
- ❑ Quality of Documentation
- ❑ Referral Volume

Post Implementation: Follow Up Training

In addition to the measurement activities required to monitor performance, Nuance Healthcare recommends conducting follow-up training activities to ensure your physicians receive the training needed to adopt Dragon Medical to their specific environment.

This training follow-up is typically conducted as personalized one-on-one training events, focused on the providers identified as needing additional attention.

Support from the Nuance Healthcare Experts

Nuance Healthcare is dedicated to providing the highest level of customer support, from definition to delivery to ongoing use of our products. We know there is much more to a successful deployment than a connection at the software level. To ensure customer satisfaction, we have made a substantial investment of resources to support the on-going productivity of your users.

Global Support Services provides customer service and support for all Nuance Healthcare products worldwide. Our top organizational priorities are:

- ❑ Focus on customer intimacy and satisfaction
- ❑ Responsiveness of remote support
- ❑ Issue resolution, cycle time and quality

The mission of Nuance Healthcare Service and Support is to facilitate and expedite the resolution of customer technical problems. The Remote Technical Support team is the first line of support for customers. The Remote Technical Support team is available 24 hours a day, seven days a week.

The Nuance Healthcare team of experts has decades of experience in working with clinicians and IT staff and includes these roles:

- ❑ Project Managers
- ❑ Project Engineers
- ❑ Clinical Consultants
- ❑ Training Specialists



Nuance Healthcare Solutions

Dragon® Medical—A real-time speech recognition program that works with virtually any Windows®-based or Citrix® EHR system for efficient report completion, and easy navigation and adoption of the EHR.

Dictaphone® Enterprise Speech System—On-premise dictation/transcription platform with back-end and front-end speech recognition with full controls and advanced workflow flexibility.

eScription—On-demand platform for computer aided medical transcription, using background speech recognition to turn clinician dictation into formatted draft documents that medical transcriptionists—whether in-house or outsourced—can quickly review and edit, typically doubling productivity.

PowerScribe®—A web-based speech recognition solution that can help radiology departments significantly reduce report turnaround time and lower transcription costs by as much as 75%-100% a year.

RadCube™—A comprehensive, yet flexible, data warehouse for multidimensional business analysis and visualization.

RadPort™—A secure, web-based decision support application for appropriate diagnostic image order entry that satisfies pre-certification requirements.

RadWhere™—A data-driven, front-end speech recognition reporting application designed for multi-site workflow orchestration.

Veriphy™—A critical test results management solution that enhances patient care, increases physician productivity, improves risk management and automates compliance.



eScription

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About Nuance Healthcare

Nuance Healthcare is a division of Nuance Communications, the world's leading provider of speech and imaging solutions. Today, Nuance Healthcare provides the most comprehensive family of speech-driven clinical documentation solutions available anywhere. Our vision is to accelerate the adoption of EHR systems, helping providers maximize the return on their technology investments.

Let Us Be Your Partner

Let us help you achieve your vision of computer-based clinical documentation and communication created at the point of care.

To learn more about how Nuance can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at **866-748-9537** or visit www.nuance.com/healthcare.

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