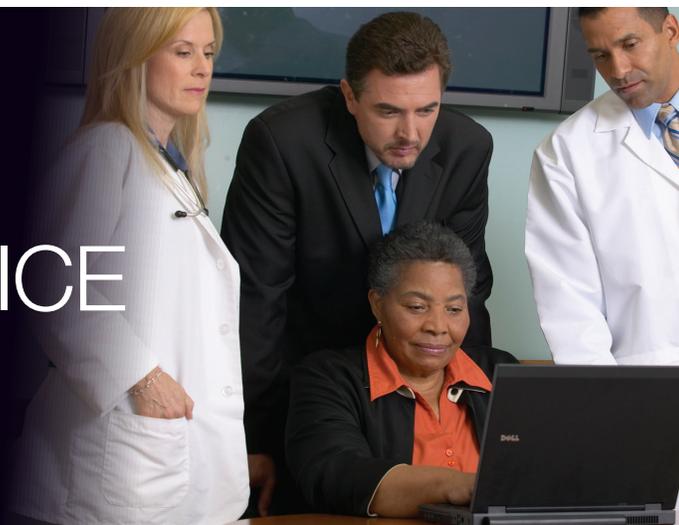


# MAXIMIZE **ROI** WITH BEST-PRACTICE DEPLOYMENT



## Professional Services for Dragon Medical 360 | eScripton and Nuance Transcription Services

Partner with Nuance Healthcare to ensure smooth implementation and optimum performance of your transcription solutions

Powered by the Dragon® Medical 360 | eScripton™ speech recognition software platform, Nuance Transcription Services combine advanced speech recognition technology with full lifecycle enterprise transcription services to help healthcare organizations tackle increasing documentation volume, accelerate towards Meaningful Use and drive EHR adoption. In addition, they help organizations prepare for such future imperatives as ICD-10, all while decreasing costs and improving quality. To ensure smooth implementation of your background transcription solutions, Nuance Healthcare provides a comprehensive professional services offering.

Nuance Professional Services brings to your deployment best practices developed from over 20+ years helping healthcare organizations deploy speech recognition-powered clinical documentation and transcription solutions. Our streamlined, ROI-centered implementation methodology ensures the most efficient, effective deployment for your unique organization.

### KEY BENEFITS

- Ensures on-time deployment to meet your objectives
- Minimizes uncertainty and risk
- Reduces burden on overtaxed IT departments
- Makes your IT department “experts” in providing front-line support
- Supports EHR optimization

### KEY FEATURES

- Proven, ROI-centered implementation approach
- Strategic planning for ROI achievement
- Library of best practices
- Seasoned services staff averaging 10+ years of healthcare IT and speech recognition experience
- Data-driven, metric-based approach continuously measures project performance against plan
- Skilled support for change management programs
- Full range of training programs

## IMPROVED TURNAROUND TIME

Turnaround time (TAT) should be rapid and it should be predictable. Nuance Professional Services establishes workflows to ensure consistent TAT. Nuance's proven metrics take into account variances that can affect TAT, such as volume, seasonality, number of users and specialties, among others. Reality-based benchmarks allow you to establish realistic goals for consistent results.

## QUALITY ASSURANCE

Transcription workflow is defined at the clinician level, but quality is measured organizationally. Nuance Professional Services bridges the gap between individual clinician needs and overall organizational goals. Clinical experts leverage actual practices with desired outcomes, ensuring adherence to and achievement of an organization's quality goals.

## SMOOTH DEPLOYMENT

Implementations are complicated. Nuance Professional Services' expert program management streamlines implementation with strategic, ROI-centered planning and single-point-of-contact oversight. Our best-practice methodology assures smooth transition from implementation and deployment to ongoing support.

## RETURN ON INVESTMENT

You invest in Nuance Healthcare's background speech recognition platforms to reduce costs and improve efficiencies. Nuance Professional Services helps maximize return on those investments. We help you define ROI for your organization, establish benchmarks and measure performance over time. This methodology allows us to optimize your solutions and uncover any additional cost savings or efficiency improvements that may exist.

*"One of the things that impressed me the most is how Nuance Healthcare manages our account. We receive a report every month, as well as monthly phone calls. We have built a relationship with Nuance."*

—Sandy Schumacher,  
Director of Health Information Management  
UW Medical Foundation, Madison, WI

## EHR OPTIMIZATION

All workflows lead to the EHR. Nuance Professional Services' subject matter experts help you configure facility and specialty-specific workflows that support your EHR strategy and establish Meaningful Use.

## SERVICE AT EVERY STAGE

Nuance understands that no two healthcare organizations are exactly alike. Using best practices developed with over 20 years of industry experience and thousands of deployments, Nuance Professional Services customizes its approach to meet your organizational requirements at every stage of each implementation.



### PRE-IMPLEMENTATION (STRATEGIZING)

Nuance Healthcare partners with your organization’s team members to develop a plan for the project and to establish metrics for measuring its success.

- Developing ROI strategy
- Defining goals
- Establishing metrics
- Project organization and staffing
- Developing governance approach
- Deployment planning

### IMPLEMENTATION (EXECUTING)

We help configure workflows to work with your EHR, boosting productivity while supporting your EHR strategy.

By analyzing workflow by department or line of service, we help you meet each area’s unique requirements, provider needs, clinical protocols, treatment plans, and documentation needs.

- Standardization and consolidation
- Workflow analysis
- Configuring business rules
- Solution build
- Integrated testing
- Administrator and end-user training
- Rollout and go-live

### POST-IMPLEMENTATION (OPTIMIZING)

Once your solutions are deployed, Nuance Professional Services can help you fine-tune workflows and capture key metrics to track return on investment.

- Workflow optimization
- TAT/quality measurement

MANAGED SERVICES



PROFESSIONAL SERVICES

COMPREHENSIVE IMPLEMENTATION AND MAINTENANCE SUPPORT

## ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in providing clinical understanding solutions that accurately capture and transform the patient story into meaningful, actionable information. These solutions are proven to increase clinician satisfaction and HIT adoption, supporting thousands of hospitals and providers to achieve Meaningful Use of EHR systems and transform to the accountable care model.

**To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please contact us at 800-350-4836 or visit [www.nuance.com/healthcare](http://www.nuance.com/healthcare).**