

# Healthcare app developer Better Day Health improves workflow in its web-based EHR solution

## Challenge

- Provide additional value and a competitive advantage to EHR solutions
- Improve user experience across multiple devices
- Enable point-of-care documentation
- Give users access to the latest clinical information anytime, anywhere
- Fast, cost-effective development process

## Solution

- Integrate medical speech recognition into web-based Better Day™ platform
- Utilize the Nuance Healthcare Development Platform and Dragon® Medical SpeechKit

## Results

- Ubiquitous user experience across all supported devices and platforms
- Physicians document on the go in one-third of the time
- Users access latest clinical information via automatic, controlled updates
- First speech recognition transaction generated within seconds

## Summary

As healthcare's demand for mobile and web-based technology increases, EHR developers are looking for ways to add value and give a competitive advantage to their solutions. New Orleans-based Better Day™ Health decided to add medical speech recognition to its iOS® and Android™-based Better Day™ Documentation Solution Platform. The Better Day web-based platform uses predictive modeling and third-party applications to turn data into action, and facilitate patient-provider collaboration for proactive health, fitness, and chronic disease management.



“The Nuance Healthcare Development Platform is very easy to use. We generated our first speech recognition transaction within just a few hours of getting started. It’s been a phenomenal experience.”

Peter Ragusa, MD, MPH, Co-founder and CEO, Better Day™ Health, New Orleans, LA

Better Day Health’s challenge was to find an easy-to-use, cost-effective development tool that would enable their EHR solution—and the organizations that buy it—to improve point-of-care documentation, enhance medical record accuracy, increase clinician satisfaction, reduce turnaround time, drive EHR adoption and improve overall patient care.

Better Day Health’s solution: Dragon® Medical SpeechKit.

#### Implementation

Less than 24 hours after downloading the Dragon Medical SpeechKit, the Better Day Health development team integrated medical speech recognition into the web-based Better Day. “We generated our first speech recognition transaction within just a few hours of getting started,” says Peter Ragusa, MD, MPH, Co-founder and CEO of Better Day Health.

#### A better end-user experience

Nuance-powered speech recognition services are available to all Better Day clinical users through the platform’s patient encounter tool and all text-based data entry fields. The cloud-based architecture gives users access to the latest medical dictionary, terms, phrases, and clinical formatting rules through automatic, controlled updates.

Clinical speech recognition powered by Dragon Medical provides a ubiquitous user experience across the variety of devices and platforms supported by the Better Day. Tailored to meet the demands of healthcare professionals, the technology allows physicians to document on the go in one-third of the time. It provides visual indicators and feedback, supports hands-free operation and ensures end-to-end security for all speech-related activities.

“We’re extremely impressed with how accurate and fast the technology is,” says Ragusa. “The conversion of speech-to-text is almost instantaneous, even on a standard cellular data connection.”

#### Fast to deploy, easy to use

With a free 90-day evaluation, no up-front investment, and access to all of the platform and device specific SDKs, the decision to join the program was easy. “It’s been a phenomenal experience,” said Ragusa. “The development platform is very easy to use and the APIs are easy to understand, thanks to the education material, developer forum and collaboration tools available through the platform’s online developer center.”

#### Clients speak up

There are many reasons that clients are choosing Better Day Health’s documentation solution. According to Dr. John Noble, Center for Orthopaedics, “the most gratifying reason is being able to precisely identify the elements that are necessary to complete patient documentation. Nuance’s secure clinical speech recognition functionality allows rapid creation of the narrative and assessment with incredible accuracy, which means care teams are able to complete documentation in real time.”

#### More to come

The Better Day Health team is looking to further enhance the patient-provider relationship, while promoting even more clinical documentation automation. “We’re looking forward to integrating new technologies and services from Nuance Healthcare as they become available,” says Ragusa. “Nuance Healthcare is definitely an integral partner and an important part of our long-term strategy.”

To learn more about how Nuance can help you improve clinician satisfaction, financial integrity, compliance and patient care, please call 877-805-5902 or visit [nuance.com/healthcare](http://nuance.com/healthcare).

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#### About Nuance Communications, Inc.

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