

LEVERAGE YOUR **INVESTMENT** IN YOUR NUANCE HEALTHCARE SOLUTIONS



Nuance Healthcare's Service Utilization and Optimization Review

Take advantage of everything that Nuance Healthcare has to offer with a Service Utilization and Optimization Review

CHALLENGE:

How do I leverage my investment in my Nuance® Healthcare solution?

SOLUTION:

Nuance Healthcare Service Utilization and Optimization Review, a Nuance Healthcare solution, is a “mini-refresher” provided on-site at any of your facilities and will assist and guide your staff to rediscover the unique features, functions, and shortcuts that make your Nuance Healthcare solution an asset to your organization. The Nuance Healthcare Service Utilization and Optimization Review will ensure that you and your staff are fully informed about, and able to take advantage of, all of your Nuance Healthcare solutions’ features and functionality.

Over time, it’s easy to forget those tips and tricks learned when your Nuance Healthcare products were initially installed. Or, perhaps your facility’s processes have changed while your Nuance Healthcare solution workflow has not been updated to reflect those changes. Either way, unless you’ve installed your Nuance Healthcare products within the last year, your organization can benefit from a Nuance Healthcare Service Utilization and Optimization Review.

KEY BENEFITS

- Enable coders with more confidence with the refresher session
- Improve efficiency with new Nuance Healthcare solution tips from the experts
- Decrease coding downtime by offering new ways to search for codes
- Increase productivity by identifying and correcting inefficient practices
- Improve new staff members’ understanding of Nuance Healthcare solutions with refresher training
- Enhance knowledge of tools available for Nuance Healthcare clients
- Advance Nuance Healthcare product skills with refresher training

With the Service Review, you can re-energize your health information management (HIM) team with Nuance Healthcare solutions' unique features and make sure they are always operating at peak performance.

HOW IT WORKS

Experienced HIM and Nuance Healthcare professionals, including RHIA and RHIT-certified individuals as well as certified coding specialists, will spend one to two days at your health system's facilities and, with key staff members, review the functions of your Nuance Healthcare suite of products, speak with and interview staff about issues and opportunities when utilizing the software, analyze the findings, and provide significant feedback to enhance and improve operations. These experts will serve as your HIM partners and mentors as they provide personal guidance and assistance to your staff.

The Nuance Healthcare Service Utilization and Optimization Review process is also an opportunity for new staff to become experts with your Nuance Healthcare products and for experienced staff to ask questions about achieving all of the benefits that come from being a Nuance Healthcare client. During the Nuance Healthcare Service Utilization and Optimization Review, we will:

- Conduct interviews with management and users to discuss your priorities
- Observe coding workflow and processes and make recommendations
- Provide guidance and advice for process improvement
- Review your system for optimal set-up
- Review and update facility settings (e.g., coding edits, compliance edits, and facility preferences)
- Display and review all standard Nuance Healthcare reports
- Provide personalized refresher training

on Nuance Healthcare products based on your customized needs

- Prepare a summary of findings and recommendations
- Coordinate follow-up visits, if desired (Certified Project Management Professionals coordinate these follow-up visits)

To take advantage of all that your Nuance Healthcare solution has to offer, including changes in functionality and new features, we recommend scheduling annual Nuance Healthcare Service Utilization and Optimization Reviews.

ABOUT NUANCE HEALTHCARE

Nuance Healthcare, a division of Nuance Communications, is the market leader in creating clinical understanding solutions that drive smart, efficient decisions across healthcare. As the largest clinical documentation provider in the U.S., Nuance provides solutions and services that improve the entire clinical documentation process—from capture of the complete patient record to clinical documentation improvement, coding, compliance and appropriate reimbursement. More than 450,000 physicians and 10,000 healthcare facilities worldwide leverage Nuance's award-winning voice-enabled clinical documentation and analytics solutions to support the physician in any clinical workflow on any device.

To learn more about how Nuance Healthcare can help you improve financial performance, raise the quality of care, and increase clinician satisfaction, please call 800-447-7749 or visit www.nuance.com/for-healthcare/quantim.