



# Dragon<sup>®</sup> 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.**

When you engage **Dragon Medical Professional Services**, you are partnering with an organization with over 20 years of experience helping physician practices and health systems of all sizes successfully deploy their Dragon Medical solution. 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 provides direct support and resources to ensure smooth execution of each of these four critical steps in your Dragon Medical deployment:

- **Project Planning and Kickoff**
- **Workflow Analysis**
- **Training**
- **Training Optimization**

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 over \$1 billion. 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.

## Key Benefits

- Ensures on-time Dragon Medical deployment to meet your objectives
- Removes uncertainty and risk in your Dragon Medical go live program
- Accelerates physician adoption of EHRs, protecting your IT investment
- Improves physician satisfaction/retention
- Reduces burden on overtaxed IT departments
- Substantially lowers your transcription spending
- Drives up outpatient reimbursement/RVUs per patient
- Makes your IT department "experts" in providing front-line support
- Helps your physicians focus more on patient care

## Key Features

- Proven implementation approach honed by working with some of the largest health systems in the U.S.
- Library of "best practices"
- Seasoned services staff averaging 10+ years of health care IT, EHR and speech recognition experience
- Expertise in training clinicians to use Dragon Medical with all EHR solutions including:
  - Epic<sup>®</sup> • Cerner<sup>®</sup> • Allscripts<sup>™</sup> • McKesson • NextGen<sup>®</sup> • Eclipsys<sup>®</sup> • GE<sup>®</sup> • eClinicalWorks<sup>®</sup> • Meditech<sup>®</sup> • Siemens<sup>®</sup>
- Data-driven approach to measure success using metrics provides continuous analysis of project performance versus plan
- Skilled in supporting "change management" programs
- Project management expertise to keep your deployment on schedule and budget
- Full range of training programs to fit your physicians' preferences

## Project Planning and Kickoff

During Project Planning and Kickoff, Nuance Healthcare partners with your organization's team members to develop a plan for the project as well as determine how we will measure the success of the project.

- **Driven by Metrics.** Nuance Healthcare deployments are built 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 proposed either “top down” by senior management—typically the metric 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 help to determine quickly whether changes in priority need to be made, or if additional resources are needed to meet project goals.
- **Supporting Change Management.** Effective project planning also requires careful consideration of the impact of new technology on the 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.
- **Data-based Decision-making.** 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 allows you 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.

## Workflow Analysis

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

- **Optimized Configuration.** 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 Workflow Analysis 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.
- **Configuration and Installation Support.** As part of our Workflow Analysis, your Dragon Medical Professional Services team will work with your IT staff to conduct your installation of Dragon Medical. We will assist you as you select your configuration settings, making your team aware of best practices for your EHR.
- **Customization Boosts Clinician Production.** 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 Analysis 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.

“I use Dragon Medical on a daily basis to perform all of my medical documentation including chart notes, telephone messaging, staff messaging and order commenting.... We see a significant workflow efficiency advantage when a physician can document directly into our EpicCare® EHR. This can reduce the number of ‘mouse-clicks’ needed to complete a process or navigate to a particular section of the EHR.”

– **Robert Frank, MD**  
 Family Practice, Advanced Healthcare  
 Milwaukee WI

## Training

The “moment of truth” for a Dragon Medical implementation is physician training. Organizations only have one opportunity to train physicians; “getting it right the first time” is a core philosophy Nuance Healthcare brings to this stage of the project.

During training development, your Dragon Medical Professional Services team 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—a critical requirement for ensuring implementation success. Your Dragon Medical Professional Services team delivers one-on-one or group training experience for users. 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 5 users in a four-hour session.
  
- **Administrator Training.** As an alternative, some organizations with fully-staffed training departments can choose to elect a “train-the-trainer” strategy, where we focus training resources on ensuring your internal training team acquires the skills to train your clinicians.

- **Support and IT Administrator 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 courses 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 Optimization

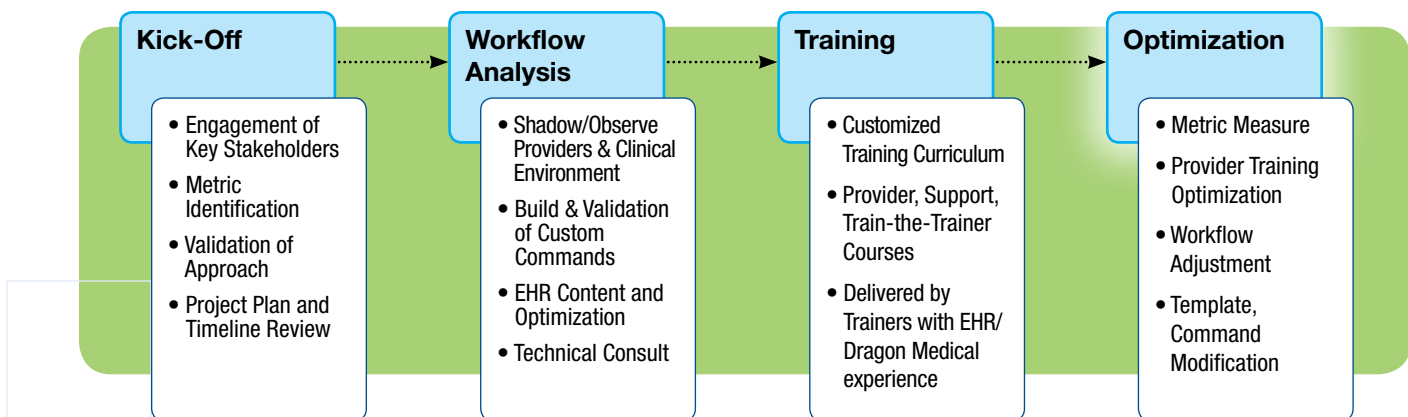
Nuance Healthcare recommends conducting optimization training activities to ensure your physicians receive the training needed to adopt Dragon Medical in their specific environment.

This training can either be conducted as personalized one-on-one training events at the point of care (focused on the providers identified as needing additional attention) or as a group training event in a training room setting. The optimization stage is a critical success factor in a Dragon Medical implementation. This optimization training step can alternatively be conducted remotely via webinar or web meeting format.

In addition to the training optimization, your Dragon Medical Professional Services team can help you 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**

## Dragon Medical Implementation Methodology



### Nuance Healthcare Solutions

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

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

**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.

**Focus Infomatics**—A medical transcription service organization with extensive speech editing experience, offering both on-shore and follow-the-sun models.

**Nuance Healthcare Managed Speech Solution**—A full-service, outsourced solution for clinical documentation, including technology and all speech editing and transcription workflow management.

**PowerScribe®**—A 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 that ensures appropriate high-tech diagnostic image ordering.

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

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



eScription

© 2009 KLAS Enterprise, LLC. All rights reserved. KLAS (www.KLASresearch.com)  
 "2009 Top 20 Best in KLAS Awards: Software & Professional Services" (December 2009)

© 2010 Nuance Communications, Inc. All rights reserved. Nuance, the Nuance logo, Dictaphone, Dragon, eScription, PowerScribe, RadCube, RadPort, RadWhere and Veriphy are trademarks and/or registered trademarks of Nuance Communications, Inc., and/or its subsidiaries in the United States and/or other countries. All other trademarks are properties of their respective owners.

### Our Commitment to You From the Experts

Dragon Medical Professional Services is dedicated to providing the highest level of customer support, from definition to delivery to ongoing use of Nuance Healthcare products. We know there is much more to a successful deployment than a connection at the software level, and continue to invest resources to support the ongoing productivity and satisfaction 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 you. The Remote Technical Support team is available 24/7, and has decades of experience in working with clinicians and IT staff in these roles:

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

### 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 and communication 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

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](http://www.nuance.com/healthcare).