



NUANCE RISES TO THE NHS 2016 CHALLENGE

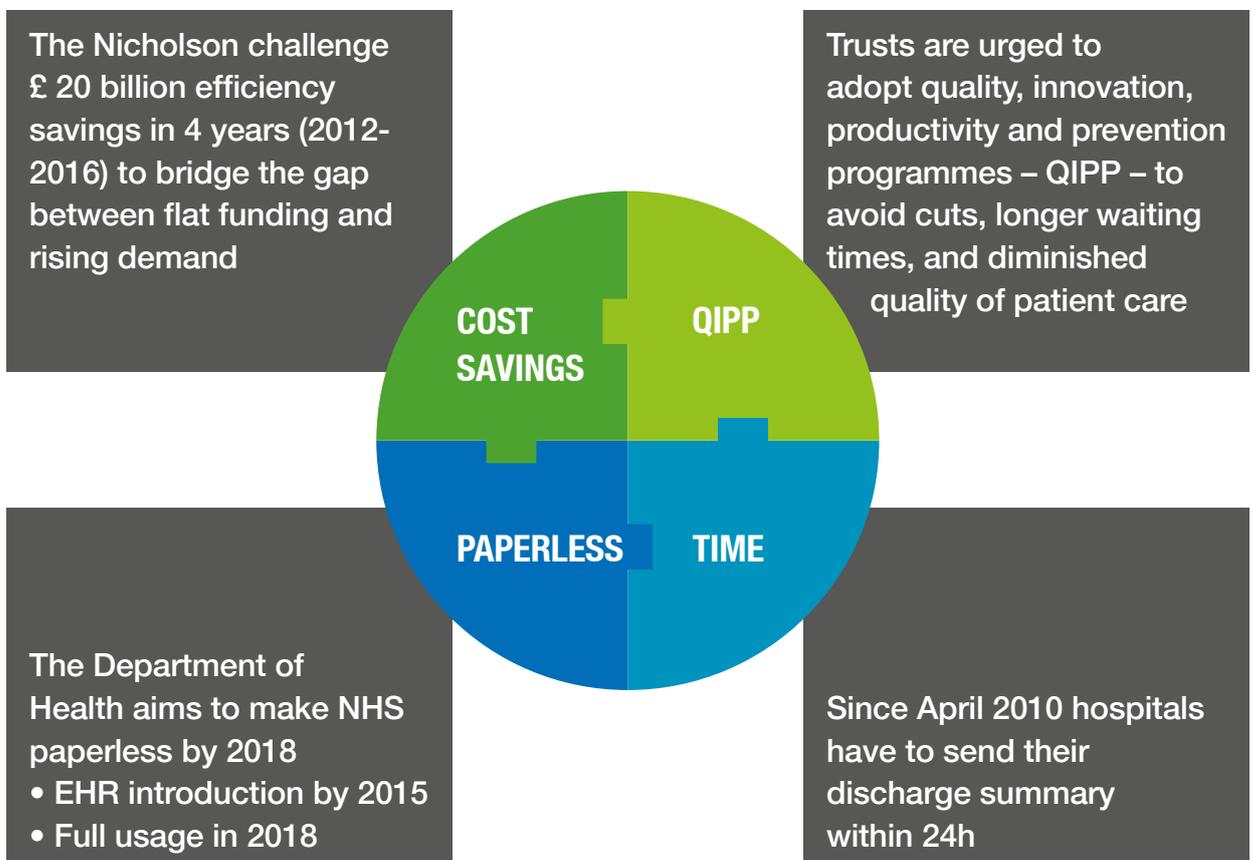
Dragon Medical 360 | eScripton



A CHANGING NHS

Not for the first time in its history, the UK's NHS is undergoing substantial changes. The scale of them are enough to make many healthcare professionals shudder. The most pressing includes the need to make £20b of efficiency savings over four years. In order to achieve these objectives, trusts are urged to adopt quality, innovation, productivity and prevention programmes – QIPP – to cut costs, waiting times and avoid a diminished quality of patient care. Just to add to their pressures, since April 2010, hospitals have had to send discharge summaries within 24 hours, a requirement they still have to honour.

Many of the changes are driven by the move towards more local control over spending and the choice of IT systems. The balance of funding and responsibility for IT will become even more local in the run-up to 2016, when the nationally-held IT contracts officially end. But in the meantime, the national programme will continue to have an impact on local, acute IT spend because it delivers services, functionality or standards that require local integration. This means that provider organisations are in the midst of an onslaught of change, with a perfect storm of new regulations, emerging clinical care and business models.



Dragon Medical 360 | eScription

- Software as a Service
- operational cost vs capital cost
- Compatible with all EHR systems
 - Epic
 - Cerner
 - Allscripts
 - Meditech
 - GE
 - NextGen
 - McKesson
 - Siemens and more.
- Today used by over 110,000 clinicians
- Dictating over 2.5 billion lines annually
- Doubling Medical secretaries' productivity over digital dictation
- already helped 22 hospital organisations to realise cost savings in excess of a million dollars.
- Best in Klas 8 consecutive years
- In total, eScription has facilitated collective savings in excess of \$130m



Where there is change, there is opportunity

If that wasn't enough to contend with, additionally, there is the proposal to make the NHS paperless by 2018 through the introduction of Electronic Health Records (EHR) by 2015, leading to full usage in 2018. Therefore, it is essential physicians are provided with a smooth path to using an EHR with a strategy that supports changing care and business models. As the transition to electronic health records is made, it is essential that the complete patient story is retained. Ensuring that it is, demands structured data, using a physician's narrative for the best care and to reduce costs.

IT will play an important role in this phase, meeting these challenging goals. Specifically, speech technology can be viewed as a critical factor for the successful delivery of healthcare through IT. Time and again, it has been proven to help clinicians, nurses and more broadly all healthcare professionals, to document more clearly, more consistently and more accurately, while delivering tremendous value to both patients and trusts.

Bridging the gap between where the NHS is today, and where it needs to be by 2018, is Nuance Healthcare. It has been helping the healthcare industry achieve its patient care, efficiency and productivity goals. Its technologies, applications and cloud-based services enable healthcare provider organisations to reduce operating costs, increase reimbursement, and enhance patient care and safety. Today, the company's solutions are depended on by more than 10,000 hospitals and 450,000 doctors worldwide.

Introducing Dragon Medical 360 | eScription

One example of a product transforming healthcare, is Nuance's eScription service, a Computer Aided Medical Transcription solution (CAMT), delivered as a "pay as you go" on demand Software as a Service (SaaS) model. This backend speech recognition software converts doctors' digital dictations into formatted draft documents that medical secretaries can easily review and edit. Critically, it works with all EHR systems. from – Epic, Cerner, Allscripts, Meditech, GE, NextGen, McKesson, Siemens and so on. Today, it is used by over 110,000 clinicians, day in, day out, who dictate over 2.5 billion lines annually. It is flexible enough to give clinicians the choice to use multiple modalities to dictate, whether on an office phone, via portable device or mobile phone, or directly from within the EHR – conveniently and in the fashion they prefer, so they can capture key patient information on any device, anytime, anywhere.

As a result of its efficiency and accuracy, clinician satisfaction levels with eScription are consistently high. Clinicians do not have their traditional workflows disrupted and it enables them to work with have flexible new input methods. Meanwhile, document quality is improved as medical secretaries review every document, ensuring the highest level of quality and accuracy. Additionally, clinicians enjoy powerful reports on documentation processes and can add quality analytics and for detailed reporting, core measures, analysing outcomes, and more.



Immediate savings, realised in real-time...

But what about the key issue of costs savings? Based on the simple premise that 'it's faster to edit than type', eScription's proprietary and intelligent background speech recognition software converts clinicians' digital dictations into formatted draft documents that medical secretaries can quickly review and edit. This results in productivity being doubled over conventional digital dictation systems, thanks to the streamlining and automating of the clinical documentation workflow. The eScription platform helps NHS Trusts significantly increase medical secretaries' productivity and improve document turnaround time whilst lowering transcription costs – all achieved, crucially, with no impact on a clinician's working practice.

...and quickly reflected on the balance sheet

With eScription, Trusts pay for the entire service on a simple, all-inclusive 'pence per line' basis, without any hidden on-site server or infrastructure costs, no significant IT resource or management costs, or maintenance or support costs thereafter. Therefore, the service is an operational cost rather than a capital cost, which is better suited to many Trusts facing financial belt-tightening and budget-reductions. In the US for example, it has already helped 22 hospital organisations to realise cost savings in excess of a million dollars without compromising patient care. Based on their savings, budget-strapped NHS trusts could save up to £2.5 million per annum if they adopted eScription.

So confident is it of the savings that eScription customers can make, Nuance has seen fit to introduce the "Million Dollar Club". It comprises US healthcare organisations that have already saved over one million dollars, as a result of implementing Nuance's eScription platform. It's fair to assume the savings have the potential to make a considerable impact on their bottom line. Examples include the Beth Israel Deaconess Medical Centre in Boston (saved \$8 million), Mount Carmel Health System (saved over \$10 million) and Brigham and Women's Hospital (\$13 million). In total, eScription has facilitated collective savings in excess of \$130m.

Best in Class? Of course

It is not just healthcare organisations that are impressed by eScription. It is the only healthcare technology solution to have been selected Best in KLAS for eight consecutive years by Healthcare IT decision-makers. KLAS, a market research firm, published its latest findings in the 2010 Top 20 Best in KLAS Awards: Software & Professional Services report (December 2010). The Best in KLAS Awards were determined based on 25 performance criteria in five categories: Sales and Contracting; Implementation and Training; Functionality and Upgrades; Service and Support; and General.

The Best in KLAS Award is driven solely from customer feedback, a testament to the benefits of the eScription platform and the service and support provided to eScription customers. As noted in the KLAS report, 98 per cent of customers surveyed indicated they would buy eScription again; this high level of customer satisfaction and confidence comes in 12 percentage points higher than the next highest ranked background speech solution.

The KLAS Awards are not without influence, as Jonathan Bowers, Vice President Information Services, Carolinas HealthCare System, USA, explains:

"eScription's ranking as the best speech recognition solution does not come as a surprise. In 2006, we leveraged KLAS' ratings as part of our speech recognition vendor selection; our diligence and intuition to partner with Nuance was validated. Today, we've reduced report turnaround time by an average of 75 per cent, realised significant cost savings and as we approach an annual run rate of 100 million lines through the platform, we are confident with eScription as our standard speech recognition solution across all Carolinas HealthCare System sites."

A partnership for life

When Trusts become a Nuance customer, a lifetime partnership begins. Customers receive a dedicated project manager to oversee the installation and integration process. Staff are trained in the use of the system and how to train others. Dedicated account managers are supplied who review results with the Trusts at least once a month. Such an approach is unrivalled in the industry, as are the results.

It is this dedication to the successful delivery of healthcare through IT that will aid the transition to introduction of EHI, and all the trust, cost, efficiency and patient care benefits that come with it. By optimising the efficiency and productivity of essential workflow processes, a considerable and measurable impact in Trusts' missions to run leaner and more efficiently, without compromising patient care can be achieved. With that in mind - and eScription on board - medical professionals can start to embrace the challenges they face, not only to meet them powerfully and effectively, but to see tangible improvements in the quality of patient care they ultimately deliver.

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