NUANCE

Improving financial performance with the Nuance Dragon® Ambient eXperience™

Take control of financial outcomes with ambient clinical intelligence.

Contents

In today's climate, financial recovery is of the utmost importance. The age-old saying, "time is money," is especially accurate when referring to physicians' time. This paper will discuss the value of physicians' time—and how their time can best be utilized to achieve desired financial outcomes.

Profitability and beyond

Provider burnout has become a $4.6 billion dollar a year problem, resulting in patient and provider churn and a growing physician shortage due to those leaving the profession, spurring a physician hiring competition. And burnout is increasing. Now is the time to embrace solutions that can change the current trajectory.

Time is money

How much money is a physician's time worth? According to Medscape, the mean salary of a doctor in the United States is $294k per year. It varies by specialty and geography; for example, neurosurgeons earn $663k per year on average, while a pediatric infectious disease doctor earns $192k per year on average.

To achieve financial goals, healthcare organizations must optimize physicians' time to boost efficiency and productivity, increase throughput, and improve the patient-provider experience.

But how can these aims be achieved?

Optimizing physician's time has a critical effect on productivity and improves patient-provider experiences.

3

For starters, the time physicians spend documenting care is significant and can be reduced.

Save time documenting care and boost revenue

Over 50% of physicians' time is spent on documentation. On average, it takes 13 minutes to document a patient encounter.[1] Imagine if you could save seven minutes per encounter. Healthcare organizations could put that time savings into seeing more patients, resulting in $3M of incremental revenue from additional services.

7 minutes

saved on each physician-patient encounter can reap over $3M of additional revenue

Reduce provider churn by decreasing burnout

Savings can also be realized by reducing physician churn due to burnout and dissatisfaction. According to a recent survey by Medscape,[2] nearly half (47%) of physicians would sacrifice some of their salaries to have a better work-life balance.

Physicians willing to sacrifice salary for work-life balance
2020 Medscape survey results from >12,000 physicians in 29 specialties.

Nearly one half (47%) of physicians would sacrifice some of their salary to have better work-life balance.

Among the 47%:

1/3 would take a cut of between $10k-$20k

1/3 would take a cut of between $20k-$50k

Given that an estimated 80% of burnout is related to organizational factors[3] and that it costs approximately $500k to $2M and takes 12-14 months to replace a physician,[4] some healthcare organizations may prioritize reducing burnout and churn by increasing provider satisfaction. To achieve this, organizations could give all time savings back to physicians or give some of the time savings back to physicians and use some to see additional patients.

Time savings, additional revenue or both? The choice is yours.

Current process

Patient visits – time spent
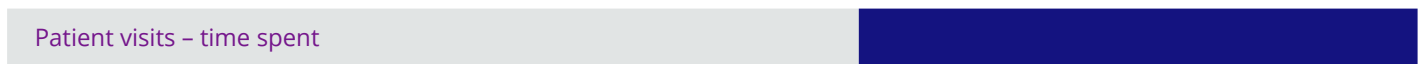
With DAX – give 100% of time savings back to physician

Patient visits – time spent
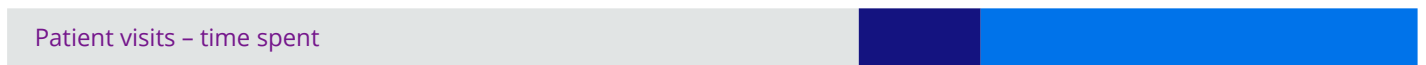
With DAX – give some time savings back to physician and use some to see additional patients

Patient visits – time spent (additional visits)

Physican's time

■ Documentation – time spent   ■ Time back to physician

As consumers have more choice and telehealth proliferates, reducing the geographic boundaries of care, the patient-provider experience becomes even more critical.

Reduce patient leakage with a better patient-provider experience

In a survey conducted by Dynata, 71% of patients said they are 'frustrated' with their healthcare experience, and 61% said they would visit their healthcare provider more often if the communication experience felt more personalized.

The fact is, it's hard for a provider to have a conversation and build trust while focused more on typing into the EHR than on talking to the patient. Eye contact builds trust, and it's that trust, established by verbal and non-verbal communication, that creates the relationship between physician and patient. As a result, patient satisfaction gains importance as competition grows and is often a metric used to calculate payments.

In a survey conducted by Dynata:

61%

said they would visit their healthcare provider more often if the communication experience felt more personalized

71%

of patients said they are 'frustrated' with their healthcare experience

6

Time savings, burnout and attrition, and an enhanced patient-provider experience are challenges that ambient clinical intelligence can solve.

Transform healthcare with Conversational AI

Ambient clinical intelligence is AI-powered, voice-enabled technology that automatically captures the patient-provider conversation at the point of care. It converts that conversation into a clinical note, then places the note directly in the EHR for the provider's review and signature.

Conversational AI is the new user interface and we are using it more and more in our lives every day. The use of AI-powered voice in healthcare is growing and will continue to grow to further increase efficiencies that enable physicians to focus on patients, deliver quality care, and improve financial outcomes from time savings.

The Nuance Dragon® Ambient eXperience™ (DAX)

Nuance's ambient clinical intelligence solution, the Dragon Ambient eXperience™ (DAX™), is widely used across the U.S. for telehealth and in-office visits across all ambulatory specialties, including primary care and urgent care. It's delivering tangible results that are positively impacting healthcare organizations, providers, and patients.

The cloud-based, HITRUST CSF-certified solution consists of a mobile application that can be used anywhere. It works with any telehealth platform and is integrated with Microsoft Teams for a seamless workflow.

The clinical documentation produced by DAX is tailored to each specialty and adheres to established documentation standards, reducing the burden of compliance expertise and enabling appropriate coding. DAX clinical documentation incorporates CMS E/M guidelines and clinical documentation integrity standards from the Association for Healthcare Documentation Integrity (AHDI). Documentation is tuned through an architecture embedded with specialty-specific requirements gleaned from extensive research and analysis of thousands of sample notes and the design principles of quality, integrity, enhancement, and optimization.

"DAX saves me significant time every day. It decreased my daily documentation time by 75%."

— Chris Deibert,
   Urologist, Nebraska Medicine
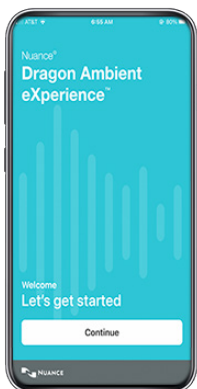
Nuance DAX
mobile app
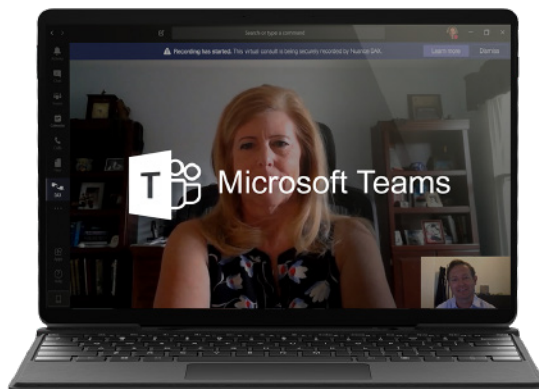
Nuance DAX for Microsoft Teams

"The clinical documentation burden has long been a pain point for our clinicians, making it difficult to bill and code accurately, which is an important piece of revenue integrity. Nuance DAX allows us to fill the gaps in the patient narrative and improve clinical documentation by providing more complete and accurate notes. More importantly, it allows our doctors to be doctors and gives them the mental space to focus on what matters— delivering empathy and expert care for which they trained."

— Dr. Jordan Dale, Acting Chief Medical Informatics Officer, Rush University Medical Center

44%

of scribes have no
prior training[5]

The capabilities that DAX delivers far surpass other documentation solutions, such as scribes

Why use medical scribes when you don't have to?
With scribes, there's constant turnover, resulting in re-training to get new scribes up to speed. Then, there's the inconsistency of scribes' documentation output, which is not surprising considering there's no formal training or licensure.

This requires physicians to QA the documentation, adding to their administrative overload and burnout. Not only that, but scribes also don't scale as AI can. You need one for each physician-scribe relationship, and they can only be used for certain specialties.

With the time savings of DAX, customers are seeing improved access to patient care and an improved patient-provider experience.

Expanding access to care and providing a better patient-physician experience

In a survey of over 600 patients whose physicians use DAX, 85% say their physician is more personable and conversational, 80% say their physician is more focused, and 82% say their physician spends less time on their computer.[6]

85%

of 600 surveyed patients whose physicians use DAX say their physician is more personable and conversational

"Our community needs lots of providers, and patients need more appointments; there are new patients that we can't accept because of the lack of providers in the community. DAX will help to open us to more new patients—that is the main goal of having DAX in our practice."

— Dr. Mokarroma Sharmin, Family Medicine Specialist, WellSpan Health

Before using DAX, Dr. Jesse Affonso at Cape Cod Orthopaedics and Sports Medicine had to decrease his patient load and miss billing out approximately 10-15 patient visits per month. "This has not happened once since using DAX. DAX completely paid for itself by enabling me to see more patients per day and get paid for care delivered."

Providers using DAX report feeling comfortable seeing 5 additional patients on average per clinic day. An additional 1-2 appointments per week cover the cost of DAX. What's more, the incremental revenue generated from DAX can reap upwards of $18,000 per provider.

5

additional appointments added on average per clinic day[7]

"The Nuance DAX solution will truly transform how our physicians engage with patients. It addresses the industry-wide problem of physician burnout from administrative overload while increasing both physician and patient satisfaction. DAX is a true differentiator, and one that we are certain will draw top talent to our organization."

— Dr. Snehal Gandhi, CMIO,
    Cooper University Health Care

By 2025, Health and Human Services predict there will be a nationwide shortage of nearly 90,000 physicians.

Getting a competitive edge

As physicians have more choices about where to practice and patients have more options about where they receive care, the need for change is imminent. Technology is here to replace yesterday's solutions in ways that can transform your organization.

86%

of physicians surveyed
recommend DAX[8]

This is just the beginning of the benefits that DAX can bring.

A glimpse into the not-too-distant future

Over time, DAX will open up an entire clinical intelligence ecosystem fueled by different AI algorithms, which can be selected and seamlessly deployed to clinical teams at the point of care to solve complex operational and clinical challenges that impact financial outcomes.

Why Nuance DAX

Nuance is a leader and pioneer in conversational AI and ambient technology. A full-service partner trusted by 85 percent of the Fortune 100 across the globe and 77 percent of U.S. hospitals, Nuance is well known for creating intelligent products that better capture information and amplify people's ability to help others.

Nuance DAX is a groundbreaking solution for today's healthcare needs. It is supported by a diverse customer base, 200+ industry partnerships, deep domain experience and a unique approach fueled by massive data feeds in a closed learning loop, providing industry-leading medical conversational AI that's delivering unmatched outcomes.

NUANCE

Endnotes
1 Nuance survey: Over 1,000 clinician survey responses 2/2023
2 https://medium.com/nomad-health/complete-list-of-average-doctor-salaries-by-specialty-e2bbbc0a6186
3 American Medical Association (Producer). (December 2017.) "Joy in Medicine™ Physician well-being: A discussion on burnout and achieving joy in practice."
4 American Medical Association (Producer). (December 2017.) "Joy in Medicine™ Physician well-being: A discussion on burnout and achieving joy in practice."
5 https://www.hcinnovationgroup.com/population-health-management/article/13029305/drilling-down-into-important-issues-around-the-use-of-medical-scribes
6 Nuance survey: Over 1,000 clinician survey responses 2/2023
7 Nuance survey: Over 1,000 clinician survey responses 2/2023
8 Nuance survey: Over 1,000 clinician survey responses 2/2023

About Nuance Communications, Inc.
Nuance Communications (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 77 percent of U.S. hospitals and more than 75 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others. Nuance is a Microsoft company.