Ease technology deployments

Strong leadership, extensive knowledge, and skilled support prepare users for new technology.

To minimize care disruptions when an organization deploys new technology, users must be productive from day one. With more than a decade of experience spanning over 350 successful engagements, Nuance EHR Services helps prepare and empower an organization for a smooth transition and a quick return to operations.

Legacy EHR services
Free your IT staff to focus on the new EHR while we provide chart abstraction services, technical cutover support, decommissioning planning, and 24x7x365 legacy EHR support.

Clinical transformation and adoption
Beyond technical aspects, an EHR implementation involves cultural, behavioral, and organizational changes. We help your facility align goals and build communications to secure buy-in and establish confidence within the administration and across users.

Integrated testing services
By analyzing current vs. future state, we identify and address discrepancies within charts and across workflows to minimize differences. Our architecture design documents, system ready trackers, and testing procedures and plans validate EHR workflows and ensure seamless application performance.

Training program planning and delivery
Our experienced directors and trainers deliver a pre- and post-go-live training program with curriculum designed to align with EHR recommendations and to teach each user the skillsets needed to work efficiently in the EHR. Our mentoring, superuser, and credentialed trainer programs ensure knowledgeable resources are available for ongoing assistance.

Command center management
During fast-paced go-live events, users need to know where to go for quick answers to questions. Our comprehensive command center game plan—locations, schedules, budgets, resources, equipment, logistics, infrastructure needs, support offerings, procedures—establishes an on-site headquarters for user support.

Key benefits

– Increases EHR adoption by readying users with the knowledge and skills required for effective EHR feature and functionality utilization.

– Ensures preparedness of software and prevents issues that could hinder user productivity or produce errors.

– Readies effective resolution of critical issues for limited disruptions.

– Ensures optimal placement of on-site support and training resources.

– Boosts training engagement with targeted training (users, skillsets, modules, etc.) and convenient learning opportunities.

– Enhances patient safety when physicians are familiar with chart navigation and workflows.

– Maximizes value from your EHR investment.

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Interactive labs integrated with Nuance solutions
Hands-on experience grows user comfort with new technology. Our specialized teams build and direct interactive labs where users experience first-hand how to integrate Nuance solutions with EHR tools (macros, templates, features).

– **Pre-activation and drop-in user settings (personalization) labs.** We provide one-on-one assistance, helping users personalize their workspace, configure documentation tools, and set preferences to make EHR interactions more efficient.

– **Simulation labs.** Users test drive daily scenarios in our specialty-specific training environment builds with live actors to boost confidence in their use of the EHR.

At-the-elbow go-live and stabilization support
New technology can trigger users to have questions that bring work to a halt. We use analytics to make proactive resource assignments so one-on-one anticipated assistance is available for skillsets and applications. Our experts are readied with training on the latest EHR updates, multiple applications, and Nuance solutions to provide quick answers so users can move on with their day.

Remote go-live support
Off-site and after-hours users need answers to their EHR-related questions during go-live, too. In alliance with the command center, Nuance Managed Services offer remote assistance across geographic locations and schedules 24x7x365.

Fiscal accountability and resource management
We help organizations achieve high EHR value by delivering high value services. Tracking key performance indicators (KPIs) monitors progress against identified goals. Our executive oversight and implementation director presides over staff assignments and budget for effective resource allocation. Our cross-trained resources—experts in multiple applications—maximize staffing value, coverage capabilities, and flexibility. Geo-fencing, time tracking, and daily utilization reports closely monitor resources to enforce accountability.

To learn more about Nuance EHR Activation Services, please call 1-877-805-5902 or visit nuance.com/healthcare.

Analytics

– Monitors user progress during go-live with user assessment and solution analytics.

– Addresses performance gaps with actionable insights related to resource adjustments, remediation plans, and retraining.

– Develops an intelligent taper strategy to transition to superuser support.

– Provides stakeholder transparency through frequent reporting on adoption, revenue, staffing, budget, corrective coding actions, resource management, and other custom metrics.

About Nuance Communications, Inc.
Nuance Communications, Inc., is a leading provider of voice and language solutions for businesses and consumers around the world. Its technologies, applications, and services make the user experience more compelling by transforming the way people interact with devices and systems. Every day, millions of users and thousands of businesses experience Nuance's proven applications. For more information, visit www.nuance.com/healthcare or call 1-877-805-5902. Connect with us through the healthcare blog, What's next, Twitter, LinkedIn, and Facebook.

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