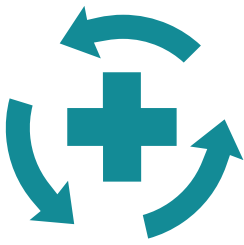




M\*MODAL FLUENCY DIRECT™

CLOSED-LOOP CLINICAL DOCUMENTATION  
WITH A HIGH-PERFORMANCE FRONT-END SPEECH SOLUTION





Given new models of healthcare delivery, increasing demands on physicians to provide more complete documentation in a timelier manner compete with the need to demonstrate EHR utilization to support Meaningful Use. Against the backdrop of decreasing reimbursement, rising costs and growing labor shortages, the pressure to deliver on the promise of the EHR and value-based, cost-effective care is mounting.

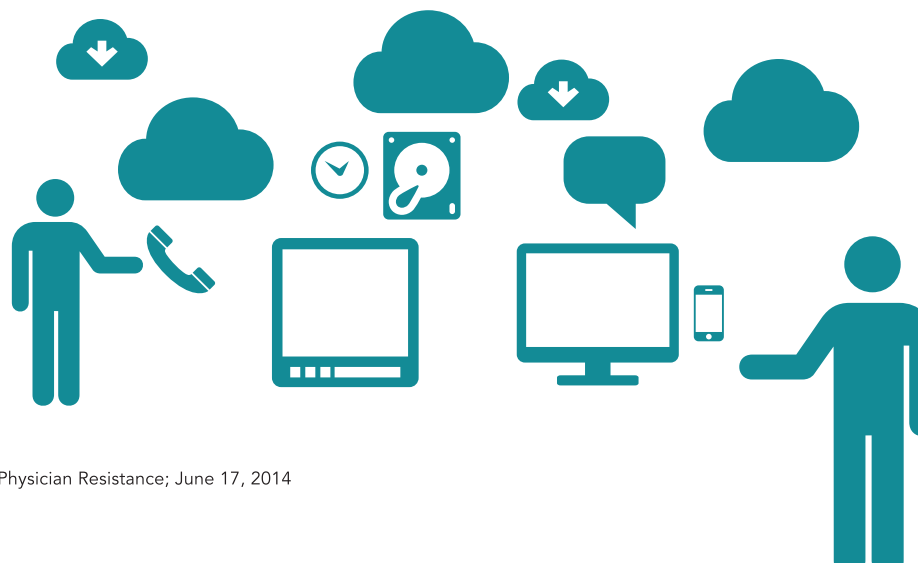
But EHRs are widely believed to slow physicians down while not capturing the full complexity and uniqueness of the patient encounter—and they do not fit the physician’s natural and individual workflow. Typically, physicians want to save time while administrators want to save money, and both want to improve patient care. The use of front-end speech recognition technology can provide the flexibility, convenience, and efficiency clinicians need to document the record completely and directly in the EHR without detracting from patient care. At the same time, it enables provider organizations to save on transcription costs and helps them realize their EHR investment.

According to a 2014 KLAS® study\*, the benefits of speech recognition technology seem clear: facilities interviewed saw a higher impact in nearly every category measured in the report including reduced transcription costs, reduced documentation time and more complete patient narratives. The report also found that 9 out of 10 hospitals planned to expand their use of front-end speech deployment.

M\*Modal is committed to providing universal, innovative, speech-based documentation solutions that optimize user experience and productivity while facilitating EHR adoption. M\*Modal helps create meaningful information from every patient encounter that can become actionable intelligence to inform downstream processes related to patient care, coding and compliance.

M\*Modal Fluency Direct™ is a next-generation, all-in-one speech recognition solution that enables physicians of any medical specialty to conversationally create, review, edit and sign clinical notes directly within EHR templates. It leverages M\*Modal Speech Understanding™, which is far more than just voice-to-text technology as it includes Natural Language Understanding (NLU) technology for contextual understanding of the physician narrative to help improve accuracy.

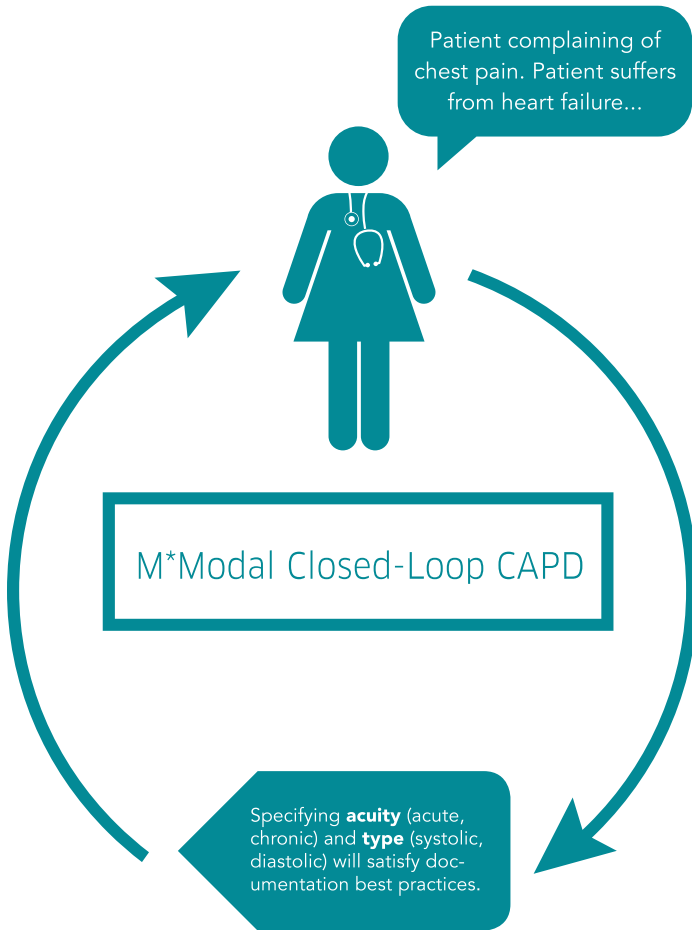
By capturing spoken dictation and turning it into both text and structured data, Fluency Direct offers a high-accuracy, portable and secure speech solution so clinicians can simultaneously create rich patient information and documents that are interoperable with many systems and empower many users. It is a powerful solution that helps healthcare organizations and providers in meeting the goals of improved efficiency, EHR adoption, and high-quality clinical documentation.



\*Klas Report: Front-End Speech 2014: Functionality Doesn't Trump Physician Resistance; June 17, 2014

## COMPUTER-ASSISTED PHYSICIAN DOCUMENTATION (CAPD)

Fluency Direct provides the platform to also deliver content-based, clinically-driven feedback at the time of report creation with its built-in Computer-Assisted Physician Documentation (CAPD) functionality. Based on the M\*Modal Catalyst™ NLU platform, this game-changing capability continuously analyzes clinical narrative at the time of creation to identify and address incomplete or ambiguous documentation from a CDI, ICD-10 and/or clinical perspective. Immediate and automatic feedback is delivered to the physician, asking for additional information or clarification when appropriate, and suggesting specific actions to improve documentation quality. The experts at M\*Modal will help you to integrate this technology along with Speech Understanding, without compromising on workflow or productivity.



## SINGLE VOICE PROFILE, MULTIPLE DEVICES AND WORKFLOWS

Uniquely, the M\*Modal single, enterprise speech platform enables users to utilize different speech options, all with the same cloud-hosted user profile which is shared across applications, workflows and devices. This means that a single, trained speech profile can be leveraged by several M\*Modal solutions such as Fluency Direct™, Fluency for Imaging™, Fluency Flex™, Fluency Flex™ Mobile, Fluency for Transcription™ and third-party mobile applications. One profile allows all speech-enabled documentation methods to contribute to and benefit from each other's success. As you use traditional transcription, you are actually teaching Fluency Direct. As you use Fluency Direct and transcription, you are simultaneously making your mobile experience better. No additional training is required from physicians and they benefit from a consistent experience when switching back and forth between devices and workflows.



## WHY PHYSICIANS CHOOSE FLUENCY DIRECT

*"M\*Modal is very precise regarding physician language. It's geared towards the way physicians think and the way physicians speak."*  
– Dr. Dan Fischman, Lead Physician, Pinnacle Health System

*"I will start a note in the exam room with the patient, the voice files are there. I move to my office, the voice files are there. I don't have to retrain it... no matter where I'm working from, even if I'm working from home... for me that was a game-changer. It's made me a lot more flexible and more efficient in using it."*  
– Dr. Brian Keeffe, CMIO and Cardiologist, Marin Medical Practice Concepts

- Makes documenting in an EHR painless and productive
- Reduces time spent on documentation and enables an increase in time spent with patients
- Provides highly-accurate Speech Understanding from day one, based on a library of nearly 200,000 voice patterns in the M\*Modal cloud
- Adjusts on-the-fly to differences in cadence, accent, dialect and sub-specialty terminology
- Uses a single, cloud-based user profile that is accessible from anywhere and is continuously informed by different workflows and applications

## WHY CIOs, CMIOs AND CHIOs CHOOSE FLUENCY DIRECT

*In terms of the choice in M\*Modal, number one was accuracy. Number two was accuracy. And number three was accuracy.*  
– Dr. Michael Sanders, Chief Medical Informatics Officer, Flagler Hospital

*"Data entry is one of the big hurdles for physicians migrating to an EHR, and the Fluency Direct product reduces physician anxiety related to keyboarding their documentation."*  
– Dr. Charles Sawyer, Chief Health Informatics Officer, Geisinger Health System

- Is ready to use with little to no enrollment and IT support
- Works with any EHR or clinical system for enterprise-wide deployment, with command libraries that integrate with leading EHR systems
- Learns continuously for ongoing and effortless improvement in accuracy
- Enables dictation and full interaction with Citrix-hosted applications, Terminal Services and Virtual Machine deployments
- Provides convenient, centralized user administration through a Web-based administrative console for reporting on utilization, adoption, etc.
- Global, site and user specific customizations for commands, vocabulary and reporting, as well as the ability to centrally manage users across the organization

## ACCURATE, FAST AND READY TO USE

The typical Fluency Direct workflow is as simple as it is effective. The M\*Modal dictation application can be launched from any Windows®-based workstation or device. Whether launched as part of your single-sign-on solution or initiated via a single click on the desktop, Fluency Direct is available and ready to use in seconds. Contextual patient information is available on-screen via the EHR. The physician uses conversational speech to control many functions, including:



- Dictation of free-form clinical narrative, which is automatically converted to text and inserted into the relevant/selected parts of the EHR/clinical application's documentation and database structure
- Hands-free control and navigation within the EHR with intuitive commands (e.g., "go to allergies" or "create new office visit")
- Insertion of pre-defined macros, commands, and/or templates (e.g., "insert standard review of systems") with subsequent speech-driven form filling, providing a huge timesaver
- Editing of documentation through voice commands followed by finalization and electronic signature

## SCALABLE, EASY TO INSTALL AND MAINTAIN

Fluency Direct runs on existing clinical workstations as a light Windows client application by connecting securely to cloud-based resources in M\*Modal data centers. The client application captures speech through a microphone or headset and interacts with the EHR or other clinical applications to input the data into structured fields. This architecture allows Fluency Direct to perform recognition at the server or workstation—whichever is most efficient and effective. Automated installation eliminates the time-consuming task of upgrading many individual workstations. This unique architecture allows Fluency Direct to scale in virtualized environments and specifically supports Citrix XenApp®, Citrix XenDesktop®, Citrix XenClient®, Microsoft® RemoteDesktop, Microsoft® RemoteApp and VMware® View.



# UNIQUE, IN-HOUSE ADOPTION SERVICES

M\*Modal is the only provider of clinical documentation solutions that makes Adoption Services an integral part of its solutions. The in-house team of clinical documentation specialists is focused on helping healthcare organizations leverage the M\*Modal technology to promote the highest level of utilization and efficiency gains within their EHR. The Adoption Services team coaches physicians on the use of the M\*Modal software with the goal of realizing its full potential and optimizing user experience. The team also helps streamline documentation processes so that they fit comfortably into the physician's preferred workflow. The Adoption Services team uses a combination of knowledge, skill, and the distinctive features available through M\*Modal solutions to optimize utilization.

In addition to at-the-elbow physician coaching, the M\*Modal team also provides a proactive monitoring service driven by reporting tools that capture extensive, physician-specific data. This data is used to identify opportunities to improve each physician's interaction with the EHR and with the M\*Modal technology. It also helps identify areas for improving documentation quality. The Adoption Services team supports organizational goals related to Meaningful Use, CDI, ICD-10, etc. by providing quality benchmarking for more effective and focused physician training.



# BENEFITS

- **Promotes EHR adoption:** By preserving efficient and effective narrative documentation alongside structured input modes, it improves physicians' willingness to engage with the EHR.
- **Creates higher-quality documentation:** With the ability to deliver real-time physician feedback on documentation deficiencies at the time of reporting, it promotes the creation of more complete notes, sooner.
- **Increases physician satisfaction and productivity:** By providing physicians with greater flexibility and control in documenting and choosing appropriate workflows, it significantly reduces time spent on reporting (up to five times faster than manual entry). Unparalleled out-of-the-gate accuracy delivers immediate physician productivity and satisfaction gains.
- **Delivers transcription cost savings:** Through the adoption of speech recognition, both the delay and expense of transcription can be eliminated and EHR investment can be more fully realized.
- **Improves patient care:** By promoting the creation of more complete and accurate documentation from the get-go, it supports faster, more thorough clinical communication and allows physicians to spend more time with patients.
- **Provides anytime, anywhere access:** Via a single, cloud-based, trained speech profile that can be leveraged for front-end speech, back-end transcription or utilized in mobile applications for a unified user experience from any device connected to the internet.
- **Offers easy deployment:** With automated install and self-update of Speech Understanding resources, the system is designed to run in a number of different EHR, PC, thin client and server architectures, with limited client resources needed.



- **Supports Meaningful Use, coding, CDI:** By improving EHR utilization through M\*Modal Adoption Services, and continuously analyzing the clinical narrative to pinpoint incomplete documentation via CAPD, the solution supports goals related to Meaningful Use, CDI, ICD-10 and quality measures.



## ABOUT M\*MODAL

M\*Modal delivers innovative solutions that capture the complete patient story by facilitating clinical workflows, enabling collaboration and providing insight for improved delivery of care. M\*Modal is the leading provider of interactive clinical documentation and Speech and Natural Language Understanding technology, as well as medical transcription, narrative capture and support services.

Our flexible, cloud-based technology and services convert the physician narrative into a high quality and customized electronic record to enable hospitals, clinics and physician practices to improve the quality of clinical data, as well as accelerate and automate the documentation process. Our solutions address the critical issues for the future of the healthcare industry—from EHR adoption to accurate ICD-10 coding to enhanced business analytics.

TO FIND OUT MORE, VISIT **MMODAL.COM**  
OR CONTACT US AT **866-542-7253**.

m\*modal™