

## 3M adoption services for computer-assisted physician documentation (CAPD)

- Improves quality of documentation and patient care
- Delivers one-on-one physician education
- Minimizes retrospective physician queries and streamlines documentation workflows

### The 3M advantage

With M\*Modal now part of 3M, we are combining our strengths to close the loop between clinical care and revenue integrity.

Our advanced 3M speech understanding solution is designed to optimize the EHR experience, drive higher quality documentation and enable physicians to spend more time with their patients.

### Proven methodology complements unique technology

The demand for accurate and compliant clinical documentation is now more important than ever to meet new regulatory, coding and clinical requirements. To help clinicians meet these standards, 3M leverages its speech and natural language understanding (NLU) technologies to uniquely blend documentation creation and clinical documentation integrity (CDI) into one seamless process. This ensures that timely, higher quality documentation can effectively drive key downstream activities.

### Proactive clinician nudging for continuous CDI

Closed-loop documentation solutions deliver real time, clinically relevant nudges on gaps in documentation as part of the clinician's normal workflow through computer-assisted physician documentation (CAPD). This engages and educates physicians as they document patient care in any EHR using **3M™ M\*Modal Fluency Direct**. CAPD automatically identifies common documentation deficiencies and delivers in-workflow nudges to physicians as they dictate or type the note, asking for required clarifications when appropriate.

CAPD can notify a physician dictating an admit note that a certain condition is not fully specified. It can also deliver context specific messages relating to ICD-10 education. Automated, high impact and easy to use information is non-disruptively delivered to physicians when they need it for continuous and sustainable improvement in productivity, report quality and patient care.

### In-house expertise and services

To help health care organizations and clinicians capitalize on this advanced technology, 3M provides in-house adoption services of highly skilled clinical documentation experts. This professional services team specializes in designing optimal workflows and training physicians to effectively document care within the client's individual EHR using 3M Fluency Direct with built-in CAPD. Adoption services can also provide strategic planning and advisory services to help determine appropriate timeline and scope, identify key CAPD notifications for maximizing value to physicians and deliver ongoing monitoring and reporting for targeted effectiveness.

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## Proven processes for optimized utilization

3M professionals with deep domain and product expertise engage clients with a series of on site and virtual meetings for a customized approach to meet individual needs. With clearly defined project milestones and completion criteria, success can be systematically achieved and measured.

The methodology includes the following processes and services:

- **Discovery and benchmarking:** 3M experts assess and evaluate the client's current documentation quality to identify pain points and improvement opportunities.
- **Workflow analysis:** After detailed analysis of the current physician documentation workflow, the team of experts makes recommendations on how 3M Fluency Direct and CAPD can improve workflows.
- **Silent mode reporting:** Before physicians actively receive real time notifications on the front end while documenting certain conditions, the solution enables clients to view these messages on the back end in "silent mode." This capability allows the team to work collaboratively to match high value CAPD-triggering conditions with the physicians who frequently underspecify while documenting these same conditions.
- **Active mode reporting:** Once the CAPD nudges go live to physicians, the reporting capability details how each physician reacts to every delivered CAPD message. The data also shows the number of messages for each condition that every individual physician resolves, dismisses or leaves unresolved.
- **Ongoing updates and customization:** Through CAPD adoption services, clients are continuously informed about enhancements to CAPD, such as the addition of new conditions for which messages can be triggered. The team works together to manage the delivery and utilization of client requested customizations.



### Call today

For more information on how 3M products and services can assist your organization, contact your 3M sales representative, call us toll-free at **800-367-2447**, or visit us online at **www.3M.com/his**.



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