ADOPTION SERVICES FOR COMPUTER-ASSISTED PHYSICIAN DOCUMENTATION (CAPD)

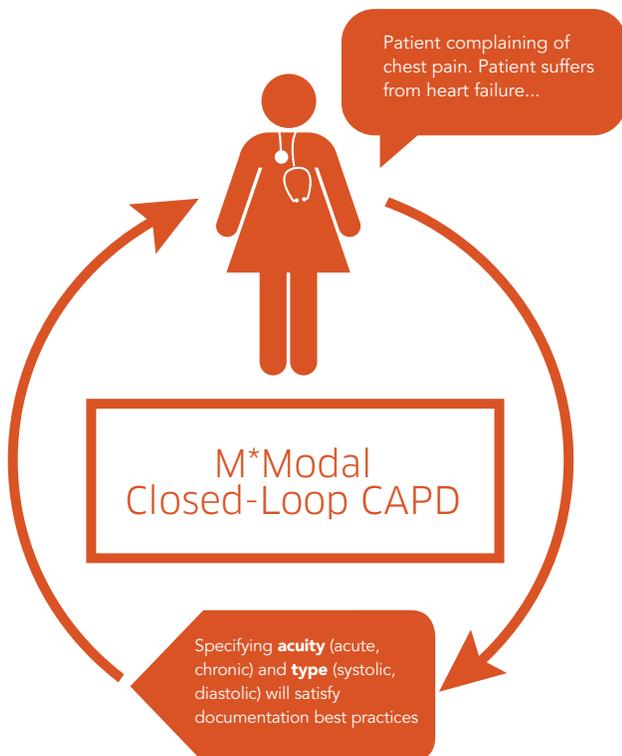## Proven Methodology Complements Unique Technology

The demand for accurate and compliant clinical documentation is ever increasing to meet new regulatory, coding and clinical requirements. To help physicians meet these standards, M*Modal leverages its Speech and Natural Language Understanding (NLU) technologies to uniquely blend document creation and Clinical Documentation Improvement (CDI) into one seamless process. This ensures that timely, higher-quality documentation can effectively drive key downstream activities such as ICD-10 transition, Meaningful Use reporting, etc.

Immediate Feedback Loop for Continuous CDI

Our closed-loop documentation solutions deliver real-time, clinically-relevant feedback on gaps in documentation as part of the clinician's normal document creation workflow through our Computer-Assisted Physician Documentation (CAPD) capability. This novel method engages and educates physicians as they document patient care in any Electronic Health Record (EHR) using high-performing, top-ranking M*Modal Fluency Direct™ front-end speech recognition. The CAPD capability automatically identifies common documentation deficiencies and delivers in-line messages to physicians as they dictate or type the note, asking for required clarifications when appropriate to support documentation best practices.

For instance, CAPD can notify a physician dictating an admit note that a certain condition is not fully specified, and the same capability 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 most for continuous and sustainable improvement in productivity, report quality and patient care.

Patient complaining of chest pain. Patient suffers from heart failure...

M*Modal Closed-Loop CAPD

Specifying **acuity** (acute, chronic) and **type** (systolic, diastolic) will satisfy documentation best practices

In-House Expertise and Services

To help healthcare organizations and physicians capitalize fully on this advanced M*Modal technology, M*Modal uniquely provides in-house Adoption Services through a team of highly-skilled clinical documentation experts. This professional services team specializes in designing optimal workflows and in training physicians to effectively document care within the client's individual EHR environment using M*Modal Fluency Direct with 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.

M*Modal Adoption Services ensure that you get the knowledge, experience and resources you need, when you need them. Our consultative approach to CAPD adoption ensures that physicians are adequately prepared because no matter how cutting edge the technology, it is the willingness and ability of the physician end users that determines success. Our strategies help assess and ensure long-term physician support and utilization of our technology by optimizing the physician experience. Moreover, we provide at-the-elbow physician education with the ultimate goal of helping physicians gain proficiency in documentation best practices by holistically changing their documentation habits and behavior.

Proven Processes for Optimized Utilization

Our experienced 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 is systematically achieved and measured.

Briefly, our methodology includes some of the following processes and monitoring services:

- **Discovery and Benchmarking:** Our experts assess and evaluate the client's current documentation quality to identify pain points and improvement opportunities. By understanding current retrospective physician query rates for conditions targeted for CAPD, our team provides benchmarking for success metrics with individual CAPD messages.

CAPD Active Messages Per Condition
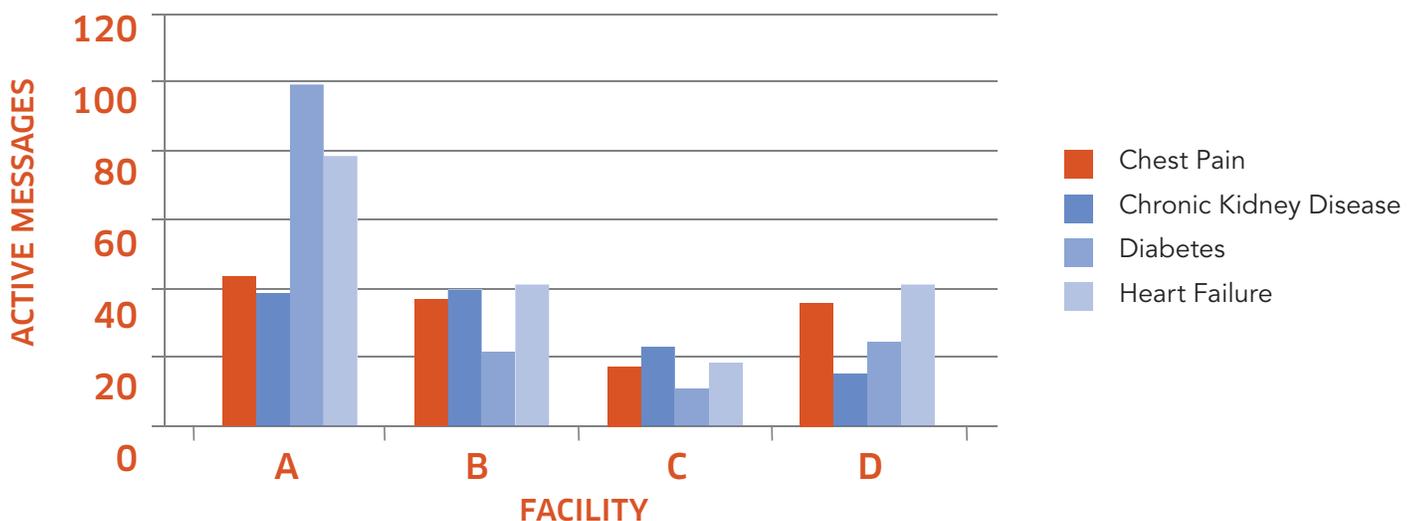
Extensive monitoring and reporting capabilities provide insightful views into CAPD adoption and usage.

FACILITY NAME	TOTAL # OF USERS ENABLED IN ACTIVE MODE	TOTAL # OF USERS WHO LOGGED ACTIVE MODE MESSAGES	% OF USERS IMPACTED BY CAPD
Facility A	250	144	58%
Facility B	150	57	38%
Facility C	100	38	38%
Facility D	125	43	34%

An example of some the utilization reporting delivered by Adoption Services.

- **Workflow Analysis:** After detailed analysis of the current physician documentation workflow, our team of experts makes recommendations on improving this workflow with the use of Fluency Direct and CAPD. The Adoption Services team includes highly-qualified EHR experts to provide guidance on maximizing the utilization of both the EHR and our technology with the use of effective templates, note creation strategies, etc.

- **Silent-Mode Reporting:** Before physicians actively receive real-time notifications on the front-end while documenting certain conditions, our superior technology enables clients to view these messages at the back-end, in "silent mode". This game-changing capability allows our team to work collaboratively with the client to match high-value CAPD-triggering conditions with the physicians who frequently under-specify while documenting these same conditions. This ensures maximum improvement in documentation quality with minimal disruption to the clinician workflow. With silent-mode reporting, our experts can recommend which CAPD messages would be most effective when turned on for particular physicians, as well as identify physicians who would benefit most from CAPD.

- **Active-Mode Reporting:** Once the CAPD notifications go live to physicians, our reporting capability sheds light on how each physician reacts to every delivered CAPD message. For instance, the client can see the total number of CAPD messages triggered during any given time period. Furthermore, the data shows the number of messages for each condition that every individual physician resolves, dismisses, or leaves unresolved. With this information, M*Modal Adoption Services can provide executive summaries to show which physicians are performing well, and which documentation areas continue to need improvement and education.

- **Ongoing Updates and Customization:** Through CAPD Adoption Services, the client stays continuously informed on enhancements to the CAPD capability such as the addition of new conditions for which messages can be triggered. Our team works with you to understand if and how these enhancements would benefit your organization. Moreover, our team also manages the delivery and utilization of any client-requested customizations. As an example, by customizing the clinical content, we can help target a facility's frequent CDI queries and/or DRGs (Diagnosis-Related Group).

Benefits

- Ensures improvement in the quality of documentation and patient care while significantly boosting physician productivity and satisfaction

- Delivers at-the-elbow physician education

- Improves physician adoption and proficiency in documentation for sustainable success

- Provides maximum gains in quality and efficiency with minimum disruption to documentation workflows

- Helps meet documentation needs related to ICD-9, ICD-10, CDI, Quality Reporting, ACOs, etc.

- Helps minimize retrospective physician queries, extend CDI programs and streamline documentation workflows

- Enables you to meet your clinical documentation goals with a full suite of services for strategic planning and ongoing guidance
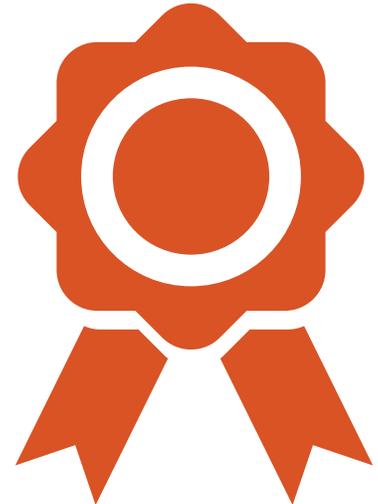
About M*Modal

Now a part of 3M, M*Modal is a leading healthcare technology provider of advanced clinical documentation solutions, enabling hospitals and physicians to enrich the content of patient electronic health records (EHR) for improved healthcare and comprehensive billing integrity. M*Modal also provides advanced cloud-based Speech Understanding™ technology and data analytics that enable physicians and clinicians to include the context of their patient narratives into electronic health records in a single step, further enhancing their productivity and the cost-saving efficiency and quality of patient care at the point of care.

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To find out more, visit our website at mmodal.com or contact us at 866-542-7253.

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