UNIVERSAL DOCUMENTATION SOLUTIONS INTEGRATED WITH YOUR EPIC EHR

While healthcare organizations are challenged with increasing imperatives on the one hand and limited resources on the other, demonstrating EHR adoption to drive Meaningful Use ranks high amongst competing priorities. Given the overarching goal of capturing and sharing health information to improve the quality and cost of care, physician utilization of the EHR is central to the organization's success.

M*Modal's work with Epic is focused on optimizing the user experience of our joint clients to improve physician adoption and satisfaction, as well as the overall quality of clinical documentation. This involves an innovative approach that aims to develop and deliver comprehensive, next-generation documentation solutions that help clients achieve their objectives. To that end, M*Modal universal speech-based documentation solutions are tightly integrated and compatible with your Epic EHR.
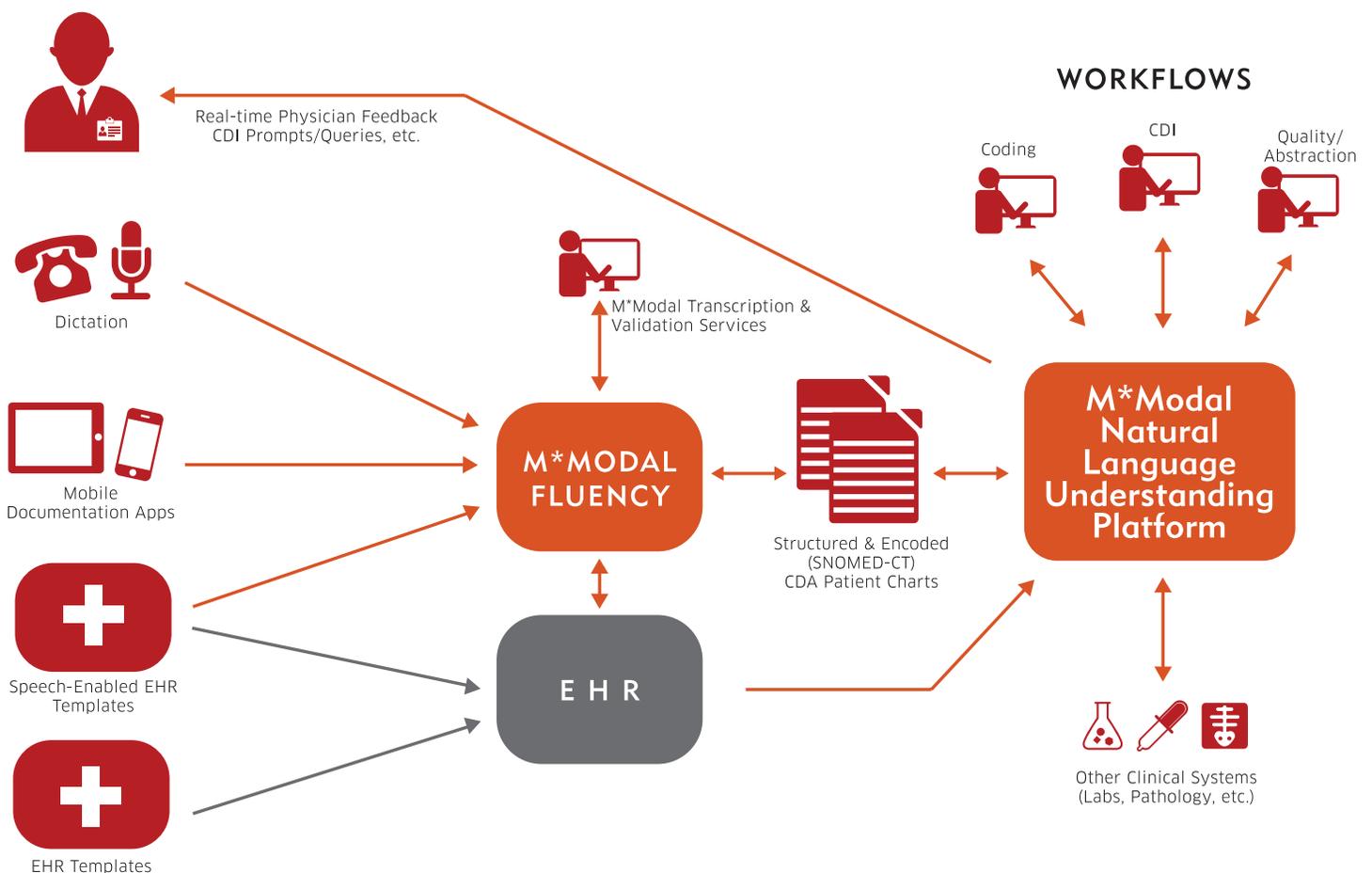
M*Modal Speech-Enabled Solutions

To provide exemplary experience for clinicians and accelerate the usage of their Epic EHR, M*Modal delivers the flexibility they need to support their natural and individual documentation workflows. The M*Modal single 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 (front-end speech recognition, mobile speech recognition and back-end dictation/transcription). This allows physicians to interchangeably choose the optimal documentation option depending on their environment and the task they are trying to complete. Importantly, M*Modal Speech Understanding™ is more than just voice-to-text technology as it includes contextual understanding of the physician narrative which can information enable downstream processes related to quality, compliance, and coding.

The M*Modal speech-driven solutions integrated with Epic, all with robust single sign-on capabilities, include the following options:

- **Front-End Speech Recognition:** With M*Modal Fluency Direct™, clinicians can do a lot more than just dictate directly into EpicCare™, Beaker™ and Radiant™. Unparalleled out-of-the-box accuracy is supported by voice-enabled smart phrases, smart text and navigation capabilities. Cloud-based deployment makes installation, maintenance, accessibility and extensibility all remarkably easy and quick. M*Modal Fluency Direct is built for scale with deployment in virtualized environments through support for Citrix XenApp®, Citrix XenDesktop®, Citrix XenClient®, Microsoft® RemoteDesktop, Microsoft® RemoteApp and VMWare® View. Extensive, centralized performance monitoring and reporting tools deliver valuable insights into adoption and usage.

- **Back-End Partial Dictation/Transcription:** Clinicians have different documentation workflows and M*Modal strives to support all of them to maximize adoption and efficiency. This solution provides back-end dictation and transcription services to clients that are using Epic for partial dictation. Clinicians have the flexibility to dictate directly into their Epic EHR with enhanced audio capture capabilities and can send their dictations for complete or partial transcription. This partial dictation and editing flexibility allows physicians to select the most convenient workflow and provides a valuable stepping stone from an all-transcription to a full, front-end speech recognition workflow—putting the control in the physician's hands.

- **Mobile Speech Recognition:** M*Modal cloud-based Speech Understanding technology is integrated into the Epic mobile apps, Haiku™ (iPhone) and Canto™ (iPad), to enable physicians to dictate notes on the go. The unique advantage of utilizing the M*Modal technology within these apps is that user profiles are automatically shared across devices (mobile and desktop) so no training is required from physicians and they benefit from a consistent experience when switching back and forth between mobile and desktop devices. With this tight integration, clinicians can capture the patient encounter at home or in the facility, from anywhere and any device. They can later pick up the dictated note when they log into their Epic system.

CLOSED-LOOP CLINICAL DOCUMENTATION

WORKFLOWS

Real-time Physician Feedback
CDI Prompts/Queries, etc.

Coding

CDI

Quality/
Abstraction

Dictation

M*Modal Transcription &
Validation Services

Mobile
Documentation Apps

**M*MODAL
FLUENCY**

Structured & Encoded
(SNOMED-CT)
CDA Patient Charts

**M*Modal
Natural
Language
Understanding
Platform**

Speech-Enabled EHR
Templates

E H R

EHR Templates

Other Clinical Systems
(Labs, Pathology, etc.)

M*Modal Natural Language Understanding Enabled Solutions

M*Modal's single-architecture technology solutions include not only front-end speech recognition to support document creation, but also Natural Language Understanding (NLU) technology to contextually understand and utilize the information that is being documented. This is done by applying the M*Modal NLU technology across documents created with M*Modal speech technology as well as those created by typing directly into the Epic EHR.

M*Modal's NLU-driven solutions include:

- **Summarization and Abstraction of Key Meaningful Use Clinical Facts from Narrative Documents:** Utilizing cloud-hosted NLU technology to analyze clinical notes in real time, identify key clinical facts relevant for Meaningful Use reporting, and provide means for reconciliation of problems, medications and allergies as the physician creates new narrative documentation. This functionality is integrated with Epic's NoteReader™ feature.

- **Computer-Assisted Physician Documentation (CAPD):** Automated, real-time physician feedback on documentation deficiencies and inconsistencies at the time of reporting to create more complete notes, sooner. Leveraging the M*Modal NLU technology, this next-generation solution continuously analyzes clinical narrative to pinpoint incomplete and inconsistent documentation from a CDI, ICD-10 and/or clinical perspective, suggesting specific actions to improve documentation quality. This functionality is currently being integrated with Epic's NoteReader feature.

- **Automating and Consolidating CDI Workflows:** M*Modal CDI Collaborate™ provides efficiency-enhancing functionality to prioritize the CDI Specialist workflow and looks across all encounter documentation to identify deficient documentation, deliver summarized evidence of clinical indicators, and close the loop with physicians on CDI queries.

M*Modal Adoption Services

M*Modal is the only provider of clinical documentation solutions that makes Adoption Services an integral part of its solutions. M*Modal has developed an in-house team of clinical documentation experts whose goal is to help organizations leverage the M*Modal technology to promote the highest level of utilization and efficiency gains within their EHR. The Adoption Services team focuses on teaching physicians to use the M*Modal software and capitalize on its full potential. The team also helps stream-line documentation tasks so that they fit comfortably into the physician's workflow. The Adoption Services team uses a combination of knowledge, skill, and the unique features available through M*Modal solutions to optimize use.

*In conclusion, M*Modal continues to work with Epic to deliver documentation solutions that support improved EHR adoption as well as higher physician productivity and satisfaction. We're committed to ensuring that joint clients achieve optimal results with the best possible user experience.*

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.

3M | **m:Modal**

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

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