3M | **M*Modal**

3M M*Modal Adoption Services

- **One-on-one training sessions empower physicians to adopt technology to individual needs**
- **Physicians can send immediate feedback without having to email or call support**
- **Reports show physician usage and habits over time**

The 3M advantage

The combination of 3M and M*Modal allows us to use our strengths to close the loop between 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.

Overburdened IT teams, dissatisfied physicians present challenges to EHR adoption and use

For many years, health care providers have been focused on implementing electronic health records (EHRs) to capture and share health information and achieve high quality, cost effective care. However, hospital IT departments are charged with far more than just EHR implementations. Changes in payment and care delivery models, security and privacy concerns, demands for patient access, mobility, mergers and acquisitions, all require major IT changes, placing considerable stress on already busy IT departments.

Additionally, there are countless reports of physician dissatisfaction caused in large part by EHR implementations. IT teams are expected to make it easier for physicians to adopt and use the EHR or risk investing millions of dollars in a system that is poorly used.

Organizations can attempt to mitigate poor EHR adoption and physician dissatisfaction by introducing front-end speech recognition. If physicians can dictate rather than type notes into the EHR, satisfaction and adoption should increase. But often, providers end up with unused licenses or with poor quality or incomplete notes. The reason for this is twofold: front-end speech recognition is not a one-size-fits-all solution; and its successful adoption adds yet another responsibility to already overburdened IT teams.

EHR adoption challenges

Some facilities introduce documentation shortcuts, like copy and paste functionality, templates or ambiguous abbreviations, that could cause confusion in an effort to decrease the amount of time it takes physicians to document an encounter. The problem is that the same shortcuts intended to make documentation easier and faster can inadvertently make it easier to create documentation errors. You can do the right things faster, but you can also do the wrong things faster.

Doing the right things—faster

To address this fundamental challenge, 3M has developed a team of clinical documentation experts whose sole purpose is to help physicians use technology to do the right things quickly and easily. Our adoption services team teaches physicians how to use 3M software, capitalize on its full potential and streamline documentation so organizations can realize efficiency gains within their EHRs.

The adoption services team

3M M*Modal makes adoption services an integral part of its speech recognition solutions. The team is made up of dedicated health information management (HIM) experts, many of them registered health information administers (RHIA). They have a deep understanding of 3M solutions and numerous EHR systems, and are medical records experts who understand the need for high quality clinical documentation.

With this in-house expertise, physicians can better learn how to use their EHRs, 3M M*Modal speech recognition and other technologies more effectively.

Team members take a collaborative approach that is customized to the needs of individual physicians. They develop strong relationships with assigned providers by supporting the initial go-live period, proactively following user progress and monitoring opportunities to optimize usage as well as documentation quality. By acting quickly, the team can prevent physician frustration and help the organization realize the benefits of speech recognition.

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.**

3M

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