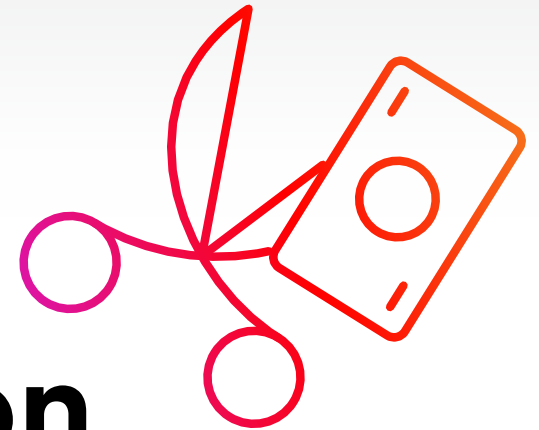
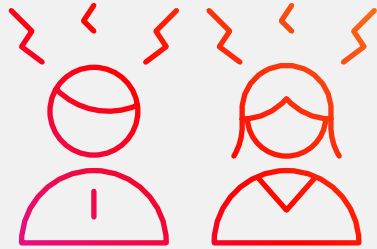


**Cut costs and burnout
with a flexible clinical
documentation solution**



Costly causes: Burnout, expenses and retention



Pre-pandemic burnout was already weighing heavily on physicians and health care organizations. Runaway physician burnout rates have only been exacerbated by the pandemic, contributing to overall dissatisfaction and attrition.¹

In addition, hospitals and health systems are experiencing mounting financial pressures as expenses are increasing and volumes are decreasing. Emergency department visits, discharges and total revenues were down at the start of 2023 compared to the end of 2022. Compared to 2020, labor expenses are up 21 percent as of early 2023.²



Workers left the health care industry in droves during the pandemic, citing low pay and burnout. Nationwide, hospitals competed for contract workers to fill the void, which drove up expenses.³

What's causing burnout among physicians?

Working as a physician is stressful, with certain conditions and characteristics of the profession contributing to burnout:⁴



Non-clinical burdens, such as billing, insurance, documentation and workplace politics



Inefficient electronic health records (EHRs) and lack of administrative support



Loss of autonomy and control



Inflexible work environments



Deteriorating patient-physician relationships, possibly causing a loss of meaning in the work

A speech solution to battle burnout and spending

3M™ M*Modal Fluency Direct can help health systems reduce costs and alleviate clinician burnout. The all-in-one speech and artificial intelligence (AI) solution lets physicians accurately document the complete patient story directly in the EHR. The front-end speech recognition solution offers great flexibility, including compatibility with more than 250 EHRs, high accuracy and the ability to support individual physician workflows.

3M adoption specialists provide at-the-elbow service to empower physicians with speech-driven commands for shortcuts, streamlined workflows and functions integrated directly with the EHR that help maximize the investment and minimize documentation effort. With these efficiency improvements, physicians can spend more time with their patients.

“When I’m capturing my notes with 3M Fluency Direct, I can do more of what I want to be doing - taking care of people, talking with patients, doing the research I’d like to be doing, before I meet them for their appointment. The less time I can spend on my note, the better quality of care I can offer.”⁵

—Dr. Nathalie Jacqmotte,
Northwest Primary Care physician

Flexible workflows, improved satisfaction

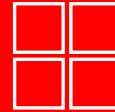
Working with individual preferences not only improves efficiency but also decreases stress. With 3M Fluency Direct, physicians of more than 70 medical specialties can work the way that's best for them by capturing the patient encounter where they want, when they want and with their device of choice.



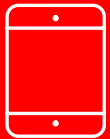
Laptop



Mobile phone



Windows



Tablets



Virtual microphone



Mac OS

3M Fluency Direct enables LCMC Health physicians to document directly in the EHR wherever they are: at home, the office, on vacation or their kid's baseball game.

“The synergy is the workflow.”

—Dr. Damon Dietrich,
LCMC Health chief medical
information officer⁶

The buzz about 3M Fluency Direct

3M Fluency Direct helps alleviate physician burnout and creates time to care by improving the efficiency of the physician with the EHR.

High accuracy and reliability are made possible through advanced speech recognition, AI and natural language understanding (NLU). These solution capabilities complement one another to support a more seamless clinical documentation experience that boosts adoption, satisfaction and efficiency.

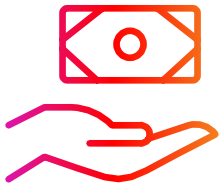
3M Fluency Direct's built-in computer-assisted physician documentation (CAPD) functionality can deliver real time, proactive insights to physicians within their documentation workflow to close gaps in clinical documentation and patient care. This automated functionality helps reduce rework and can improve documentation quality and efficiency.

“3M Fluency Direct fits our organization so well because it literally gives time back to providers. Workloads are increasing, and any additional time for our clinicians is a critical component in the long-term success of our providers and organization.”⁷

—David Stewart, OneOncology
Chief information officer

Trimming unnecessary services and improving EHR workflows

3M Fluency Direct enables the real time capture of patient notes and can help clients eliminate the cost and delay of transcription workflows. By using 3M Fluency Direct:



OneOncology experienced ongoing savings of **\$1M annually**⁷



LCMC Health saved **\$1.4M** in 2.5 years⁶

“The addition of real time speech recognition has enabled OneOncology practices to almost eliminate the cost and delay of transcription, saving more than \$1 million per year. At one practice, our physicians used to rely on about 19 in-house transcriptionists before the implementation of 3M Fluency Direct.”⁷

—David Stewart, OneOncology Chief information officer

Want to know more?

3M Fluency Direct addresses today's top concerns for physicians and health care organizations looking for options to cut costs and manage physician burnout. With it, physicians can spend more time doing what they enjoy most, caring for their patients. This flexible and dynamic solution makes documentation easier and creates time to care.



To find out how 3M speech recognition can help reduce administrative burden for your physicians and cut costs, visit [3m.com/HIS](https://www.3m.com/HIS).

- ¹ American Medical Association. (2023, February 15). Measuring and addressing physician burnout. American Medical Association. Retrieved April 11, 2023, from <https://www.ama-assn.org/practice-management/physician-health/measuring-and-addressing-physician-burnout>
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- ³ Houghton, K. (2022, August 26). Hospitals are cutting jobs and services as rising costs strain their budgets. Health News Florida. Retrieved March 14, 2023, from <https://health.wusf.usf.edu/health-news-florida/2022-08-26/hospitals-are-cutting-jobs-and-services-as-rising-costs-strain-budgets>
- ⁴ Maryville University. (2021, November 19). Physician burnout by specialty: What it is and how to avoid it. Maryville Online. Retrieved April 5, 2023, from <https://online.maryville.edu/blog/physician-burnout-by-specialty/#:~:text=Physician%20burnout%20affects%20the%20healthcare%20industry%20by%20reducing,by%20discouraging%20qualified%20candidates%20from%20entering%20the%20profession>
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- ⁷ 3M Health Information Systems. (n.d.). Case study: Driving cost savings and physician efficiency with improved clinical documentation. https://www.3m.com/3M/en_US/health-information-systems-us/resources/library/oneoncology-case-study/



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