

# The right technology and the right support: Achieve ROI through adoption

When making technological changes at an organizational level, sometimes it's easy to get others on board once they see the vision and the possibilities. Sometimes, they don't see the same value and must be convinced that the chosen path forward meets their needs.

A crucial component of an organization's goals relies on high adoption rates. What questions should be considered to encourage solution adoption?



How can we gain traction for adoption across the organization?



How do we get the most out of our investment?



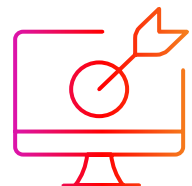
How will we overcome challenges, obstacles and win over staff that doesn't love change?

## An exceptional experience from the start

**3M™ M\*Modal Fluency Direct** is a speech recognition solution that accurately depicts physicians' dictated words into the correct sections of the electronic health record (EHR). Physicians can work with the solution in more than 250 integrated EHRs, from spoken word to electronically organized content. They spend less time on creating, editing and signing the clinical note with 3M Fluency Direct's artificial intelligence (AI) and natural language understanding (NLU) to experience productivity improvements without spending time and effort in set up and customization.

Hard to believe? Look at what one client experienced right out of the box.

"From what I observed in our initial interaction, we experienced a more than **99% accuracy rate** without having a profile set up," said Dr. Damon Dietrich, LCMC Health chief medical information officer.



## Ease of use promotes adoption

Even when an existing speech solution is less than ideal, switching to an easier-to-use, more accurate solution may still seem daunting to some. 3M Fluency Direct further improves the clinical documentation experience by:



- Using AI and NLU to continue learning from the physician
- Adding proper nouns to the dictionary for recognition and better accuracy
- Supporting more than 70 medical specialties

3M Fluency Direct enhances the physician experience and documentation quality with computer-assisted physician documentation (CAPD) that automatically identifies gaps and offers nudges on the most common documentation issues. Physicians can expand its use beyond the EHR in other applications such as Microsoft Outlook and Microsoft Word to dictate emails and documents.

## Set up to work your way

Minimizing disruptions and overcoming end-user resistance can hinder solution adoption. 3M Fluency Direct's flexibility enables physicians to work anytime, anywhere and with their choice of microphones and devices (Microsoft Windows or Apple macOS®). The cloud-based solution can be deployed on premise or virtually, helping reduce the learning curve and supporting more efficient workflows and a better clinician experience.

## Get the most out of your investment

3M adoption services help organizations gain traction for adoption by assisting administrators and physicians with at-the-elbow service. Solution advisors are available to help administrators and physicians with:



Creating training plans to roll out the solution and promote continuous improvement



Creating transition plans from vendors



Customizing commands, short cuts and macros

“[For us] it’s the combination of Epic and 3M Fluency Direct that brings synergy and addresses the performance improvements we sought,” said Dr. Dietrich.



Let 3M solution advisors help reduce the migration burden and lessen the learning curve and allow your physicians to jump right in and experience the value of 3M Fluency Direct. **Call 800-367-2447 to learn more.**



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