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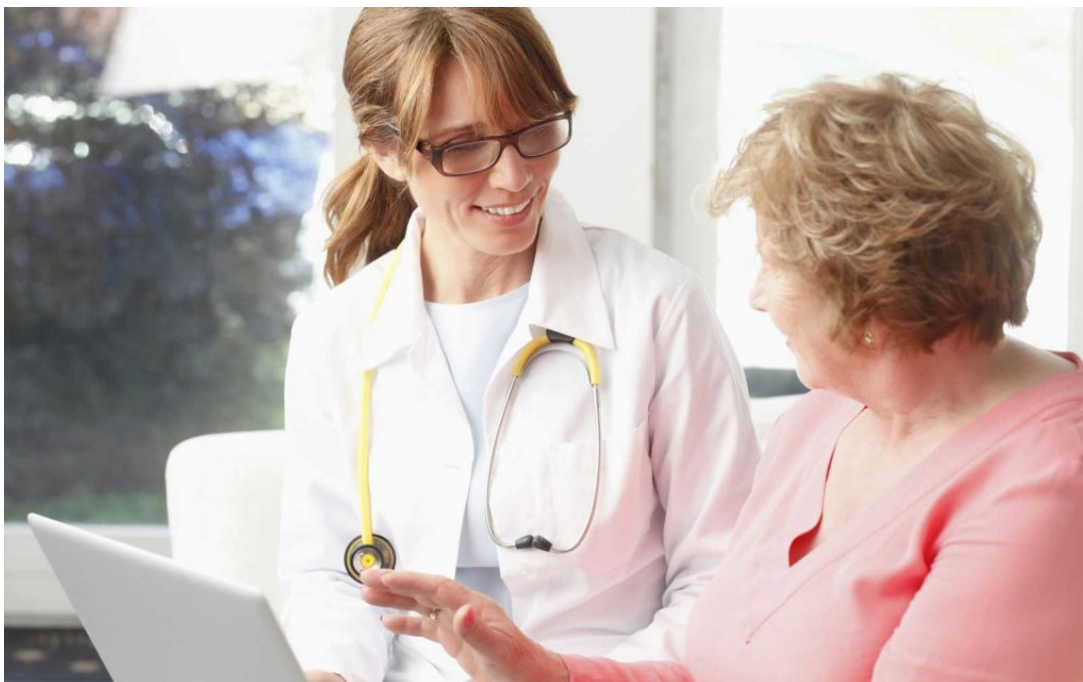
Healthcare AI, Ambient clinical intelligence

KLAS gives DAX an "A" in its Emerging Technology Spotlight Report

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A regular check-up is so important for proactively looking after your health—and it's important for us to get regular check-ups on how our solutions are performing too. We reflect on KLAS Research's 2021 Emerging Technology Spotlight Report for the Dragon Ambient eXperience, with five key takeaways from the analyst's discussions with physicians who are embracing AI-driven ambient clinical intelligence.

Even when you're feeling well, a regular check-up can provide a useful insight into all the internal processes that keep your body ticking along. It helps you stay on top of your health, and gives you the opportunity to make lifestyle improvements as you go.

It's that same proactive approach that drives us to get feedback from healthcare providers who use the Dragon Ambient eXperience (DAX). Their feedback helps us continue building and enhancing our AI-driven ambient clinical intelligence, which revolutionizes patient interactions, from a basic annual exam to a highly specialized diagnostic discussion.

Getting a second opinion

We also want to hear what other industry voices have to say and the advice they have for our solution. The recent Emerging Technology Spotlight Report from KLAS Research combines user feedback with impartial expertise to assess the impact of technologies like the Dragon Ambient eXperience.

So, how's our solution's health looking this time around? Here are five takeaways.

1. **Fast outcomes deliver high satisfaction**

Two-thirds (67%) of the customers who spoke to KLAS said they saw immediate improvements in documentation accuracy, turnaround times, physician satisfaction, and patient engagement. And a further 22% reported seeing results within six months.

Some noted that it took a few months for DAX to adjust to users' speaking styles and clinical documentation preferences, with one executive highlighting that "the artificial intelligence and machine learning functionalities get better and better the more we use DAX". The AI is currently supported by a human quality review process, which ensures high accuracy even as it learns. The more people use the Dragon Ambient eXperience, the more accurate it will be and the sooner we can ramp down the extra support—and we're always working behind the scenes to introduce new functionality and boost accuracy too.

The beauty of the Dragon Ambient eXperience is that it's easy to use. Physicians simply talk to their patients naturally without the distraction of writing or typing. DAX then automatically converts the conversation into a clinical note and places it in the EHR for review and signature.

That combination of fast, significant improvements and ease of use translates into high satisfaction levels among our users—92% say they're highly satisfied or satisfied with the Dragon Ambient eXperience.

2. **Patient engagement was an unexpected perk (though not to us!)**

According to customer feedback, they adopted DAX expecting to see improvements in documentation and physician satisfaction. But the boost to patient engagement was an unexpected extra outcome that's helping strengthen interactions and relationships between patients and their physicians—especially important for people who require regular care.

"An unintended consequence of the product is that patients are reporting higher satisfaction because they understand what the physician is doing," says one CIO. "Physicians must verbalize what they do more than they used to. Patients also like that they don't have to see a physician documenting with the computer."

Without the barrier of a computer between the patient and their physician, it's easier to build the close connection they need to have more in-depth, honest conversations about health. And with potential diagnoses and treatment plans talked out rather than just typed up in between appointments, patients come away from their consultations with a clearer picture of their next steps.

3. **We're straight-A students—but we're not resting on our laurels**

We scored highly on KLAS' key performance indicator scale, with "A" s across all categories. That means we're delivering well on supporting our customers' integration goals, providing high-quality functionality, and executive involvement. And customers said they'd happily recommend DAX to their colleagues.

We're continuing work on our EMR integration, and more integrations with other tools and platforms are on their way in 2022, which will further help streamline workflows.

4. **Our AI is learning and improving all the time**

With its early successes, it's easy to forget that DAX is only two years old. The AI at its heart is continuously learning as more and more people interact with it, we are rapidly moving to full automation with near real-time turnaround of the clinical notes.

At the moment, we use human reviewers to check the AI-generated clinical note for accuracy, and then we feed any discrepancies back into the AI, creating a continuous learning loop. We're working toward a point in the future where our AI will be able to create notes without human oversight for even faster documentation turnaround.

5. **Dragon Ambient eXperience is a key part of healthcare's future**

DAX is designed for the future of healthcare. In addition to documentation, it will continue to streamline more and more workflows to drive efficiency and deliver proactive clinical intelligence through an interconnected AI ecosystem. This will help ensure care teams have all the information they need at their fingertips to make the best decisions for the patient

KLAS concluded that the Dragon Ambient eXperience is well-positioned to lead this transformation, where clinical documentation essentially writes itself, using ambient speech recognition and medical AI for accuracy and insight. And we're working hard towards that future, with more improvements, functionalities, and integrations arriving in 2022 and beyond.

Tags: Ambient clinical intelligence, Dragon Ambient eXperience, Best in KLAS, Future of healthcare, Awards, KLAS Research

More Information

Read the report

This report seeks to validate early adopters' experience with Nuance's Dragon Ambient eXperience (DAX) and the outcomes.

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About Kenneth Harper

Kenneth Harper is the Vice President and General Manager of Nuance's Healthcare Virtual Assistants and Ambient Clinical Intelligence business. Kenn has been working in the conversational AI industry for 15+ years, helping to shape virtual assistant solutions across mobile phones, TV's, cars, wearables, robotics, and most recently healthcare systems. Kenneth leads Nuance's Healthcare Virtual Assistant business, which leverages an advanced suite of technologies combined with purpose-built hardware to streamline interactions with the EHR and creation of clinical documentation, allowing physicians to remain 100% focused on the patient without technology getting in the way. Kenn holds a B.S. in human factors engineering from Cornell University and a M.S. in human factors from Bentley University.

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