



M\*Modal

3M Health Information Systems

# Transforming the experience of health care

Using physician assistive solutions to reduce the administrative burden on clinicians

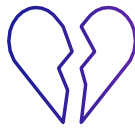




58% of physicians often have **feelings of burnout**.<sup>1</sup>



54% of burned out physicians say it **severely impacts their lives**.<sup>2</sup>



68% of clinicians say burnout has **negatively affected their relationships**.<sup>2</sup>



60% of physicians say **bureaucratic tasks contribute to burnout**.<sup>2</sup>



Physicians spend **nearly 50% of their workday on the electronic health record (EHR) and desk work** while spending **only 27% of their total time on direct clinical face time with patients**.<sup>3</sup>



About half of physicians report **not having enough time** to complete clinical documentation.<sup>4</sup>



More than one-third of physicians reported **moderately high or excessive time spent on the EHR at home**.<sup>4</sup>

## The challenge: Battling physician burnout

Physician burnout is an ongoing epidemic throughout health care. Clinicians are battling widespread burnout and dissatisfaction in a complex health care environment with competing priorities.

## The primary cause: Overwhelming administrative burden

The clinical documentation burden weighs heavily on physicians and clinicians. Often, physicians spend more time on administrative tasks than they do with their patients.

# The answer: 3M M\*Modal clinician solutions

3M is committed to transforming the experience of health care for physicians, patients and other caregivers. 3M M\*Modal's physician assistive solutions are designed to help reduce the administrative burden on clinicians and drive down physician burnout rates, ultimately improving the well-being of patients and clinicians.

3M M\*Modal creates time to care by enabling clinicians to focus less on documenting care in the EHR and focus more on delivering care to patients.



## 3M's speech-driven solutions include:



Front-end speech recognition



Back-end dictation and transcription



Mobile speech recognition



Computer-assisted physician documentation (CAPD)



Virtual assistants and ambient clinical documentation

# Save time and improve documentation with advanced speech recognition

By bringing **conversational artificial intelligence (AI)** and ambient intelligence directly into clinician workflows, 3M enables clinicians to conversationally capture the complete patient narrative in the EHR. Our solutions have helped clients close care gaps with real time **CAPD** that delivers clinical insights to physicians. **Natural language understanding (NLU)** technology supports contextual understanding of the patient's narrative and helps to improve documentation accuracy from the start.

## 3M documentation solutions include:

**3M™ M\*Modal Fluency Direct** is a cloud-based speech and AI-powered solution that enables physicians of any medical specialty to conversationally create, review, edit and sign clinical notes directly in more than 250 EHR systems. Speech-enabled commands and navigation capabilities across many systems and devices create efficiency and provide a better user experience.

**3M™ M\*Modal Fluency Flex** is a speech-driven physician document creation solution that uses the same cloud-based technology as 3M Fluency Direct, allowing clinicians to document in the absence of a documentation functionality in the EHR.

# Flexibility for any device, workflow or setting

With 3M cloud-based speech understanding technology, clinicians can capture the patient encounter using any device from anywhere. Integration for mobile devices and apps gives clinicians the chance to switch between mobile and desktop devices. 3M makes it easy for clinicians to dictate notes at home, the clinic, hospital or on the go.

3M helps improve clinicians' EHR documentation experience across more than 250 EHRs by delivering the flexibility physicians need to support their natural and individual documentation workflows. The single conversational AI platform enables users to utilize different speech options, all with the same cloud-hosted user profile shared across applications, workflows and devices, letting physicians choose the best documentation option for their needs.



**3M makes it easy  
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# Real time clinical intelligence with AI-powered CAPD

3M CAPD technology proactively delivers real time clinical intelligence to clinicians for continuous improvement in how they care for patients.

This technology continuously and in real time analyzes the note and delivers proactive nudges to clinicians, helping physicians close care gaps and improve documentation in the EHR. It proactively engages clinicians with clinical documentation integrity (CDI) and hierarchical condition category (HCC)-related insights in order to reduce rework and reduce retrospective queries.

The system also tracks and reports on physician interaction with the system to demonstrate engagement and compliance.



**3M's CAPD functionality proactively presents context specific clinical insights to physicians within the EHR documentation workflow.**

# The next step: Virtual assistant technology and ambient clinical documentation

3M M\*Modal's virtual assistant technology delivers an ambient experience to clinicians, allowing them to focus on the patient instead of the EHR when delivering care. It uses conversational AI to help clinicians document the patient encounter and automate tasks, including:



## **Information lookup:**

Con conversationally search the patient chart to get the right information, right away.



## **Conversational order entry:**

Speech enable computerized physician order entry (CPOE), which accounts for 12.1% of physician clinic hours (43 minutes) in the EHR.<sup>5</sup>



## **Easy EHR navigation:**

Completely transform the way clinicians experience and interact with the EHR with intuitive, conversational workflows.



## **Documentation tasks:**

Quickly and easily capture a note in free form, and complete EHR documentation with task and command management using ambient speech.



## **Ambient experience:**

Enable real time patient and physician interaction without technology getting in the way.

3M M\*Modal's conversational AI and ambient clinical intelligence solutions are designed to transform the experience of health care, optimize the EHR, drive higher quality documentation and improve the well-being of both patients and physicians.

# How 3M M\*Modal speech understanding helps clinicians

Our speech understanding solutions can improve physician satisfaction, user experience and efficiency. 3M clients have reported personal success stories, including the ability to:



- Complete patient notes quicker with **52% faster clinical documentation**<sup>6</sup>



- Communicate notes **three to four times faster than typing**<sup>7</sup>



- Close encounters more quickly with a **30% faster closure rate**<sup>7</sup>



- Create time to care through a **30% increase in physician productivity**<sup>8</sup>



More than 300,000 clinicians use 3M M\*Modal speech understanding solutions

<sup>6</sup> Time study data reported by a client health system using 3M Fluency Direct (personal communication, May 5, 2020).

<sup>7</sup> 3M Health Information Systems. (n.d.). *Case study: Children's Medical Group.*  
[https://www.3m.com/3M/en\\_US/health-information-systems-us/resources/library/childrens-medical-group/](https://www.3m.com/3M/en_US/health-information-systems-us/resources/library/childrens-medical-group/)

<sup>8</sup> 3M Health Information Systems. (n.d.). *Case study: Driving cost savings and physician efficiency with improved clinical documentation.*  
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# The 3M commitment

What do you have in place to help physicians deal with burnout? How do you help them have less screen time and more face time with patients? Do your clinicians have resources that bring the joy back to health care?

3M is dedicated to creating time to care and transforming the experience of health care for physicians by reducing administrative burden and empowering them to document in their natural workflow. Our cloud-based, EHR-compatible solutions bring conversational AI directly into clinical workflows to help improve the experience of delivering care for both patients and physicians.

Learn how 3M can help.



## 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](http://www.3M.com/his)**.

<sup>1</sup> The Physicians Foundation. (2020, September 17). *2020 Survey of America's Physicians: COVID-19's Impact on Physician Wellbeing*. <https://physiciansfoundation.org/physician-and-patient-surveys/the-physicians-foundation-2020-physician-survey-part-2/>

<sup>2</sup> Kane, L. (2022, January 21). *Physician Burnout & Depression Report 2022: Stress, Anxiety, and Anger*. Medscape. <https://www.medscape.com/slideshow/2022-lifestyle-burnout-6014664#1>

<sup>3</sup> Sinsky, C., Colligan, L., Li, L., Prgomet, M., Reynolds, S., Goeders, L., Westbrook, J., Tutty, M., & Blike, G. (2016). Allocation of Physician Time in Ambulatory Practice: A Time and Motion Study in 4 Specialties. *Annals of internal medicine*, 165(11), 753–760. <https://doi.org/10.7326/M16-0961>

<sup>4</sup> Gardner, R. L., Cooper, E., Haskell, J., Harris, D. A., Poplau, S., Kroth, P. J., & Linzer, M. (2019). Physician stress and burnout: the impact of health information technology. *Journal of the American Medical Informatics Association*, 26(2), 106–114. <https://doi.org/10.1093/jamia/ocy145>

<sup>5</sup> Arndt, B. G., Beasley, J. W., Watkinson, M. D., Temte, J. L., Tuan, W. J., Sinsky, C. A., & Gilchrist, V. J. (2017). Tethered to the EHR: Primary Care Physician Workload Assessment Using EHR Event Log Data and Time-Motion Observations. *Annals of family medicine*, 15(5), 419–426. <https://doi.org/10.1370/afm.2121>



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