

Nebraska Medicine enhances patient connections with Nuance DAX™



Nebraska Medicine™

CHALLENGE: Support the mission of patient-centered care with technology as a tool for empowerment rather than as an obstacle

SOLUTION: Nuance Dragon® Ambient eXperience™ (Nuance DAX™)

RESULTS:

- Enables stronger patient connections by reducing time spent on documentation
 - Replaces a cumbersome documentation process with one that's efficient
 - Improves physician workflows and reduces stress
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As the largest healthcare network in the metropolitan Omaha region, Nebraska Medicine is a trusted provider for more than a million patients annually. Developing relationships between physicians, patients, and their families is a foundational element of Nebraska Medicine's comprehensive, holistic offering.

"With DAX, now we can capture all the information that was needed but also maybe, more importantly, capture something that was missed. That 'miss' was the patient's story."

— Brian Lancaster, Chief Information Officer, Nebraska Medicine

To enhance the level of care across its dozens of specialties, and to embrace leadership in innovation and transformation, Nebraska Medicine saw an opportunity to build the exam room of the future by adopting Nuance DAX. DAX's advanced ambient clinical intelligence simplifies the documentation process, empowering physicians to enter the clinic with a renewed cognitive focus on the patient. Urologist Dr. Andrew Christiansen notes bringing the DAX technology to Nebraska Medicine was a "no brainer."

Nuance DAX delivers immediate value to the patient-provider connection

Dr. Michael Ash, Nebraska Medicine's chief transformation officer, understands the importance of connection in the patient's experience of care delivery. "When patients are at their most vulnerable, when they're sick, they want to know that the physician is focusing on their needs, not worrying about what's on a computer screen," he said.

76%

Among DAX users surveyed nationwide, over three-quarters of physicians across specialties believe DAX improves the quality of the patient experience.

However, burdensome documentation requirements are increasingly at odds with this mission of relationship-based care. Nebraska Medicine physicians find that Nuance DAX makes an immediate and powerful impact on the patient-provider relationship by streamlining clinical note-taking and EHR documentation. They see it as more than a documentation solution: it empowers physicians to devote more time, attention, and empathy in the exam room.

“Before DAX, in a typical week, I would probably spend six to eight hours documenting, dictating, and signing notes. My time has been cut in half, if not one-third, because of Nuance’s help.”

— Dr. Scott Vincent, Orthopedic Surgeon, Nebraska Medicine

“I’m always open to new stuff. I’m young, I’m going to be in this a while. I like the advanced technology to make my life easier ... It’s a time saver, it’s a burnout saver—it’s a great program.”

— Dr. Andrew Christiansen, Urologist, Nebraska Medicine

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According to Dr. Nicole Shonka, a neuro-oncologist, “This AI enables us to keep the more important things in the [patient-physician] relationship and make the documentation a bit more secondary.”

Nuance DAX captures context, accelerates efficiency, and relieves physician stress

Nuance DAX has also improved the quality of Nebraska Medicine’s clinical documentation. Urologist Dr. Christopher Deibert’s introduction to DAX came from conversations with colleagues who noted the considerable impact the technology was enabling. “Some of my colleagues who had already tried it had really, really enjoyed it,” he said. “It freed them up from being invested in the notes all the time.”

He sees the same dramatic effect in his practice: as much as 25 percent of documentation time, he estimates, is being saved with DAX. Averaging more than 50 patients per week in his clinic, Dr. Deibert’s past standard procedure was to flag basic information that would jog his memory the next day to complete documentation. Now not only is the process more efficient, but he is also less concerned about losing contextual information: “DAX is great because [the context] is generally all included already—I said it out loud to the patient, and I love that it’s right there.”

A feature he highlights is that DAX’s notes are structured into easy-to-follow sections that break out portions of the conversation into relevant categories. “It’s very simple to use,” he said. “I would give it 90%-plus of getting the context and information right—there’s very minimal editing that has to happen. It’s limiting some of the harried stress of clinic time.”

Innovative technology provides meaningful improvement to the overall quality of care

DAX melds powerful technologies—led by advancements in voice recognition and artificial intelligence—with Nuance’s unparalleled expertise in clinical applications and comprehensive integrations throughout the healthcare ecosystem. Nebraska Medicine’s ongoing commitment to Nuance DAX reflects an understanding that the technology is not static—and that this is only the beginning of transforming the exam room with ambient clinical intelligence.

“These two powerhouses [Nuance and Microsoft] working together is going to be better for us,” Dr. Ash said. “This technology is going to advance at a speed I don’t think we would have been able to accomplish. The technology is invisible, so we can be visible to patients at the time that they really need us.”



About Nuance Communications, Inc.

[Nuance Communications](#) (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people’s ability to help others.