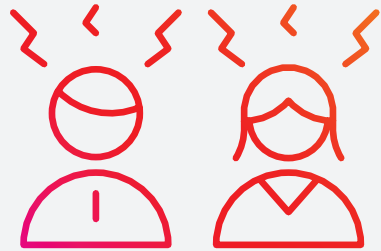**3M** | **M*Modal**

3M Health Information Systems

Cut costs and burnout with a flexible clinical documentation solution

Costly causes: Burnout, expenses and retention

According to RACGP, Burnout affects many people at once. It is an organisational problem that interferes with providing high-quality healthcare and has an impact on employee turnover and intention to leave.[1]

Over 9,000 healthcare professionals were studied by Australian Medical Association during the pandemic, and it was shown that 57% of the workforce had depression, 59% had anxiety, and 71% had moderate to severe burnout.[2]

Moderate to severe burnout over **70%**

Expenses up

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 clinicians?

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

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

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

Loss of autonomy and control

Inflexible work environments

Deteriorating patient-clinician 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 clinicians accurately document the complete patient story directly in the EMR. The front-end speech recognition solution offers great flexibility, including compatibility with more than 250 EMRs, high accuracy and the ability to support individual clinicians workflows.

3M adoption specialists provide at-the-elbow service to empower clinicians with speech-driven commands for shortcuts, streamlined workflows and functions integrated directly with the EMR that help maximise the investment and minimise documentation effort. With these efficiency improvements, clinicians 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."[4]

—Dr. Nathalie Jacqmotte, Northwest Primary Care clinician

Flexible workflows, improved satisfaction

Working with individual preferences not only improves efficiency but also decreases stress. With 3M Fluency Direct, clinicians 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.
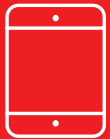
Laptop	**Mobile phone**	**Windows**
Tablets	**Virtual microphone**	**Mac OS**

3M Fluency Direct enables LCMC Health clinicians to document directly in the EMR 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 officer [5]

The buzz about 3M Fluency Direct

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

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 clinician documentation (CAPD) functionality can deliver real time, proactive insights to clinicians 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 organisation 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 organisation."[6]

—David Stewart, OneOncology
Chief information officer

Trimming unnecessary services and improving EMR 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:
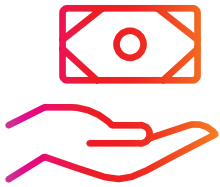
OneOncology experienced ongoing savings of
$1M annually[6]

LCMC Health saved
$1.4M
in 2.5 years[5]

"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 clinicians used to rely on about 19 in-house transcriptionists before the implementation of 3M Fluency Direct."[6]

—David Stewart, OneOncology Chief information officer

Want to know more?

3M Fluency Direct addresses today's top concerns for clinicians and health care organisations looking for options to cut costs and manage clinician burnout. With it, clinicians 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 clinicians and cut costs, **visit 3m.com.au/his**

1 RACGP group. (2022, August 24). Why Australia needs a systemic response to burnout from https://www1.racgp.org.au/newsgp/gp-opinion/why-australia-needs-a-systemic-response-to-burnout

2 ABC news. (2022, June 6). Fears of mass exodus of hospital workers as doctors and nurses face burnout from https://www.abc.net.au/news/2022-06-06/fears-of-mass-exodus-of-hospital-workers-doctors-nurses-burnout/101123524

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 3M Health Information Systems. (n.d.). Case study: More accurate notes. More time with patients. See how one practice made it happen with speech recognition. https://multimedia.3m.com/mws/media/2263046O/northwest-primary-care-case-study.pdf

5 3M Health Information Systems. (n.d.). Case study: More than a vendor – The difference between a contract, a partnership and a relationship. https://www.3m.com/3M/en_US/health-information-systems-us/resources/library/more-than-a-vendor/

6 3M Health Information Systems. (n.d.). Case study: Driving cost savings and clinician efficiency with improved clinical documentation. https://multimedia.3m.com/mws/media/2303520O/more-than-a-vendor-the-difference-between-a-contract-partnership-and-a-relationship.pdf

As with any case study, results, outcomes and/or financial improvements should not be interpreted as a guarantee or warranty of similar results. Individual results may vary depending on a facility's circumstances.