



M*Modal

3M Health Information Systems

Transforming the experience of health care

Using technology solutions to reduce the administrative
burden on clinicians





78% of physicians sometimes, often or always experience feelings of **burnout**.¹



44% of physicians say burnout has a 'severe impact' on their lives.²



55% of physicians report **administrative tasks** as the main cause of burnout.²



37% of physicians feel **too much paperwork and regulations** contribute to their feelings of burnout.³



There are an estimated 140,000 diagnostic errors every year in Australia; most of those are due to **cognitive factors in clinician decision-making**. Nearly 80% of these errors are preventable.⁴



About half of physicians report **not having enough time** to complete clinical documentation.⁵



Physicians spend **nearly 50% of their workday on the electronic health record (EMR) and desk work** while spending **only 27% of their total time on direct clinical face time with patients**.⁶



The challenge: Battling clinical burnout

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

Main Cause: Overwhelming administrative burden

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

The answer: 3M clinician solutions

3M is committed to transforming the experience of health care for clinicians, patients and other caregivers. 3M's clinician assistive solutions are designed to reduce the administrative burden on clinicians and drive down clinical burnout rates, ultimately improving the wellbeing of patients and clinicians.

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



3M's speech driven solutions include:



Front end speech recognition



Backend dictation and transcription



Mobile speech recognition



Computer-assisted physician documentation (CAPD)



Virtual assistants and ambient experience

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 EMR. Our solutions have helped clients close care gaps with real time **computer-assisted physician documentation (CAPD)** that delivers clinical insights to clinicians.

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 clinicians of any medical specialty to conversationally create, review, edit and sign clinical notes directly in [more than 250 EMR 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 clinician 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 EMR.

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



**3M makes it easy
for clinicians to
dictate notes at
home, the clinic,
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Real time clinical intelligence with AI-powered CAPD

3M computer-assisted physician documentation (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 analyses 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) related insights in order to reduce rework and reduce retrospective queries.

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



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

How 3M speech understanding helps clinicians

More than 300,000 clinicians use proven 3M speech understanding solutions that improve clinician satisfaction, user experience and efficiency. 3M clients:



- Complete patient notes quicker with **52% faster**
- clinical documentation



- Report communicating notes **three to four times**
- **quicker** than typing⁷



- Close encounters more quickly with a **30% faster** closure rate⁷



- Create time to care through a **30% increase** in physician productivity⁸



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

The 3M commitment

What do you have in place to help clinicians 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 by reducing administrative burden and empowering clinicians to document in their natural workflow. Our cloud-based, EMR-compatible solutions bring conversational AI directly into clinical workflows to help improve the experience of delivering care for both patients and clinicians.

Connect with the 3M team to learn more about how 3M can help.



Call today

For more information on how 3M products and services can assist your organisation, contact 3M on:

Australia: 1800 029 706, or visit us online at www.3M.com.au/HIS

New Zealand: 0800 444 639, or visit us online at www.3M.co.nz/HIS

¹ “2018 Survey of America’s Physicians Practice Patterns & Perspectives An Examination of the Professional Morale, Practice Patterns, Career Plans, and Perspectives of Today’s Physicians, Aggregated by Age, Gender, Primary Care/Specialists and Practice Owners/Employees,” The Physicians Foundation, 2018, 7, www.merrithawkins.com/uploadedFiles/MerrittHawkins/Content/Pdf/MerrittHawkins_PhysiciansFoundation_Survey2018.pdf

² National Physician Burnout and Suicide Report 2020, Medscape, accessed June 20, 2022, www.medscape.com/slideshow/2020-lifestyle-burnout-6012460?faf=1

³ Todd Shyrock, ed., “2019 Physician Burnout Survey,” Medical Economics, Volume 95, Number 16, August 29, 2019, www.medicaleconomics.com/view/2019-physician-burnout-survey-results-show-growing-crisis-medicine

⁴ Ian A Scott and Carmel Crock, Diagnostic error: incidence, impacts, causes and preventive strategies, Med J Aust 2020; 213 (7). Published online: 21 September 2020

⁵ Rebekah L Gardner, Emily Cooper, Jacqueline Haskell, Daniel A Harris, Sara Poplau, Philip J Kroth, Mark Linzer, Physician stress and burnout: the impact of health information technology, Journal of the American Medical Informatics Association, Volume 26, Issue 2, February 2019, Pages 106–114, <https://academic.oup.com/jamia/article/26/2/106/5230918>

⁶ Christine Sinsky, Lacey Colligan, Ling Li, Mirela Prgomet, Sam Reynolds, Lindsey Goeders, Johanna Westbrook, Michael Tutty, George Blike, Allocation of Physician Time in Ambulatory Practice: A Time and Motion Study in 4 Specialties, Annals of internal medicine Volume 165, Issue 11, 2016, Pages 753-760, <https://pubmed.ncbi.nlm.nih.gov/27595430/>

⁷ 3M Health Information Systems, Case study: Children’s Medical Group, 2022, <https://multimedia.3m.com/mws/media/1898890O/3m-his-childrensmedical-group-case-study.pdf>

⁸ 3M Health Information Systems, Case study: Driving cost savings and physician efficiency with improved clinical documentation, 2022, <https://multimedia.3m.com/mws/media/1942065O/his-cs-oneoncology-improved-clinical-documentation-case-study-en-us.pdf>



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