

Eliminating the Pain of Documentation Overload

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Three eras of AI

1950-1997

1 Rules-based AI (reasoning over narrowly-defined problems)



Enables reasoning over narrowly defined problems

No learning capability and poor handling of uncertainty

1989-2009

2 ML-based AI (training statistical models on big data)



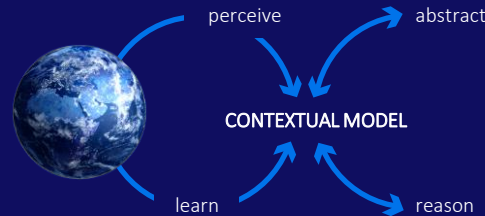
Nuanced classification and prediction capabilities

No contextual capability and minimal reasoning ability

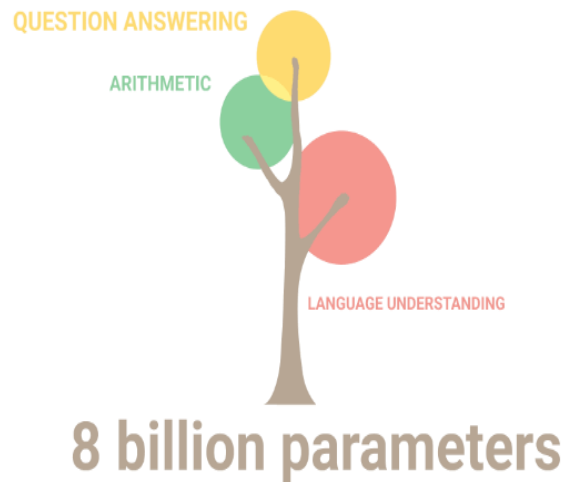
2014-CURRENT

3 Unsupervised-learning AI — context-aware trained on very large data (Deep Neural Nets / Transformers)

“Generative AI becomes possible”



Emergent Behavior





Generative AI
changes what's
possible with AI



How will this manifest in Healthcare?

Generative AI will power healthcare LLMs, healthcare copilots, and AI-based use cases that have only been a dream up to this point



**HIGHER QUALITY MEDICAL SPEECH
AND GREATER ACCURACY—
REGULARLY BENCHMARKED**

1B+ minutes of
medical dictation
annually¹

Ranked #1 Best in
KLAS for 3 years
running²



**PROVEN FINE-TUNED NUANCE
AI BACKED BY RICH
CLINICAL DATA**

200+ AI
researchers and
scientists³

15M+ ambient
encounters and
annotated notes⁴



**UNPARALLELED RESEARCH
AND COLLABORATION TO
DEVELOP + BUILD + OPTIMIZE AI**

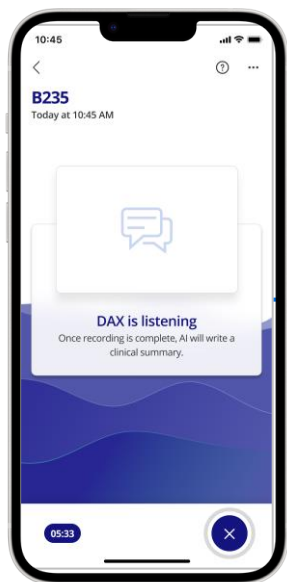
Microsoft AI researchers
collaborating closely with
Nuance developers

Multiyear,
multibillion dollar
[OpenAI investment](#)

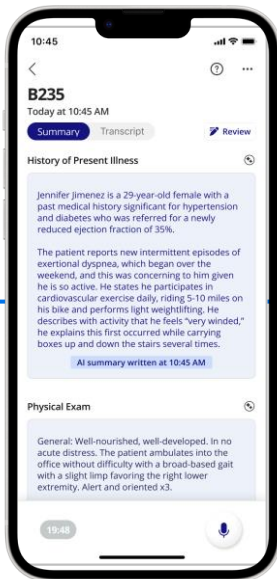
RESPONSIBLE AI PRINCIPLES

Fairness • Reliability & Safety • Privacy & Security • Inclusiveness • Transparency • Accountability

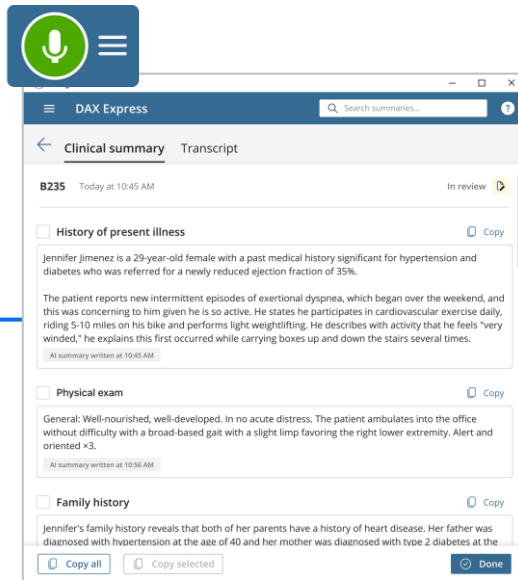
Ambient Clinical Documentation: Workflow Overview



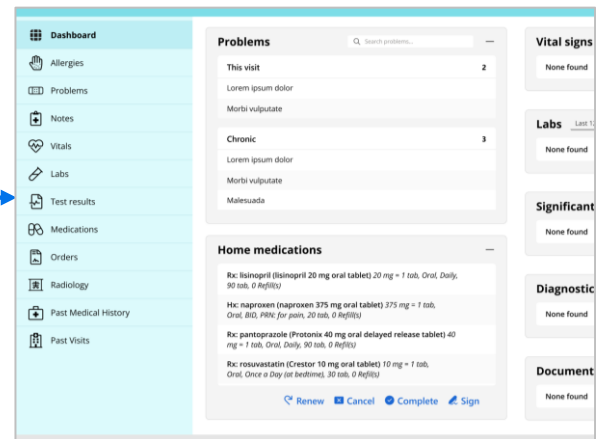
Ambient conversation recorded via unified mobile app for ambient recordings and smartphone mic



Draft clinical summary available in mobile app within seconds after encounter



Available in Dragon Medical One for clinician review, edit, and transfer to EHR



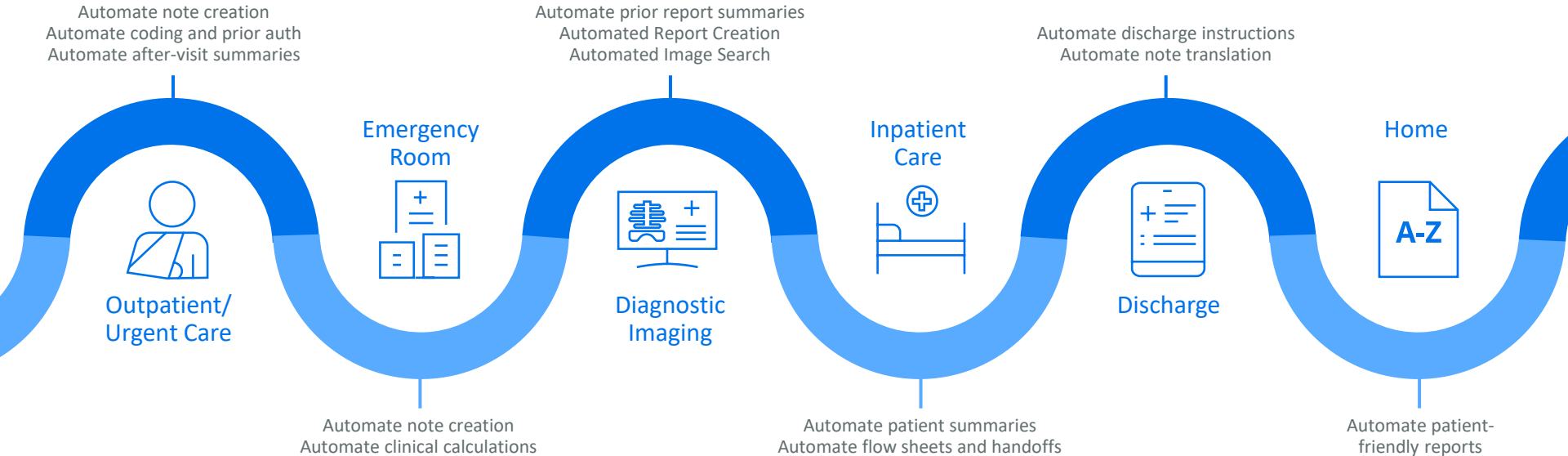
Once transferred, clinician signs off on final note in EHR



DAX Copilot: Example Note Review

Opportunities across the patient journey

Summarize • Compose • Analyze • Advise • Translate



Real-world results

OPERATIONAL EFFICIENCY

62% 

spend **less time on the computer** in the exam room

57% 

spend **less time on clinical documentation**

CLINICIAN SATISFACTION

55% **reduction in feelings of burnout and fatigue**

70% **better experience providing care**

72% **lower cognitive burden**

91% **would be disappointed if couldn't use**

93% **positive training and support experience**

90% **agree it is easy to use**

DOCUMENTATION QUALITY

85% 

better experience documenting care

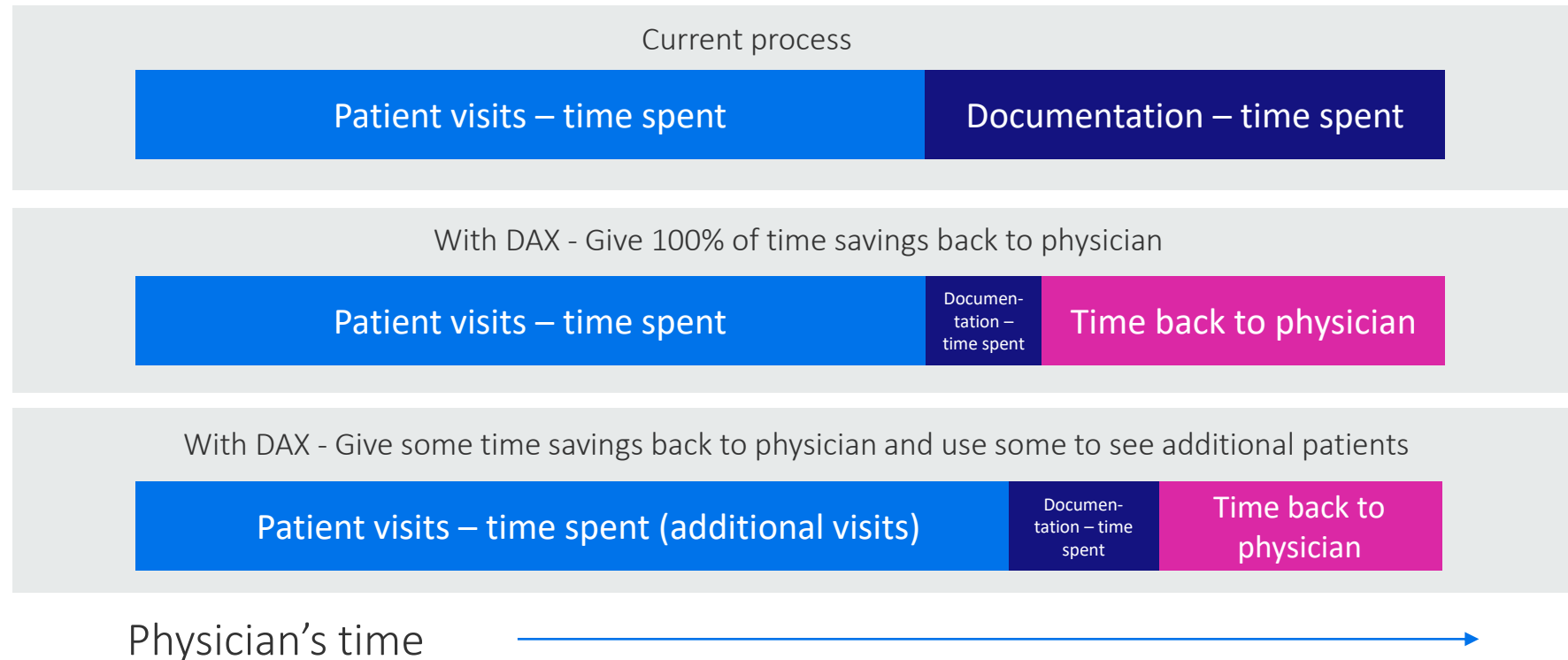
67% 

improves documentation quality

SOURCE: Private preview clinician survey responses (October 2023)

Time savings, additional revenue or both?

The choice is yours





Questions / Follow-up:

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