In today’s complex and dynamic healthcare environment, organizations are challenged with a seemingly endless list of competing priorities. Consequently, the pressures on clinicians to create clinical documentation to meet new standards of accountability, reimbursement, patient care and quality reporting are rapidly increasing, leading to widespread burnout and dissatisfaction.

M*Modal Fluency Direct® with built-in Computer-Assisted Physician Documentation (CAPD) facilitates better documentation in EHRs and delivers patient-specific, clinically-driven feedback at the time of report creation. By proactively helping physicians create better clinical notes directly in the EHR, M*Modal increases the likelihood of the diagnosis and care provided being accurately captured for improved patient outcomes and reimbursement.

M*Modal CAPD automates the identification of the most common documentation deficiencies and specificity queries in notes created via templates, typing and/or speech. M*Modal artificial intelligence (AI) powered CAPD then automatically delivers high-value nudges to the physician, proactively asking for additional information or clarification when appropriate. By monitoring and improving documentation at the time of its creation, M*Modal helps physicians create higher-quality reports without compromising on workflow or productivity. Moreover, this automatic chart review helps educate physicians to document appropriately for clinical care, coding and compliance instead of merely generating interruptive alerts.

Uniquely, all M*Modal solutions are built on a single platform leveraging both M*Modal Speech Understanding™ and Natural Language Understanding (NLU) to deliver high-value clinical insights to multiple stakeholders across the continuum of patient care.
CREATE TIME TO CARE

The M*Modal system delivers real-time clinical intelligence to physicians as they document in any leading EHR by continuously analyzing the note, suggesting improvements in quality, closing care gaps and reporting on physician engagement with the system.

• Unifying and information enabling clinical workflows
• Minimizing retrospective correction workflows based on time-consuming and disruptive retrospective queries
• Delivering in-workflow clinical intelligence to close gaps and variance in patient care

IMPROVE QUALITY OF DOCUMENTATION

M*Modal CAPD continuously improves the accuracy of clinical documentation by delivering context-specific, clinically-relevant insights for needed details or clarifications as the report is being created.

• Consider a physician dictating a note that mentions unspecified congestive heart failure (CHF)
• The system will generate feedback asking for the necessary clarification on acuity (acute vs. chronic) and type (systolic vs. diastolic) based on gaps in physician documentation
• If the physician chooses to address the identified deficiency, the related message automatically disappears
• Or if the physician chooses to ignore the message, no further action is required, but messages that are ignored or manually dismissed are tracked and can be audited

DRIVE PHYSICIAN ENGAGEMENT

By giving physicians proactive feedback on patient care and document completeness, M*Modal CAPD effectively educates them on evolving documentation requirements from a CDI, HCCs (Hierarchical Condition Categories), ICD-10, quality and clinical perspective, without adding to their demanding schedules by:

• Increasing physician proficiency in proper documentation, which would consequently reduce the number and frequency of retrospective inquires for clarification
• Identifying the most challenging documentation areas and reporting on which physicians have the greatest difficulties
• Delivering specialty-specific, high-value nudges to maximize physician engagement
INCREASE PRODUCTIVITY

By engaging physicians at the time they are documenting patient care through an early clarification process, M*Modal CAPD improves the overall productivity of multiple stakeholders. It also:

- Accommodates both the physician’s preferred documentation method—whether it be templates, typing or speech—while also considering the organization’s need for more complete charts and structured data
- Improves physician productivity by minimizing disruptive and time-consuming queries by coders long after the original note was created
- Minimizes downstream, manual query processes and increases the effectiveness of CDI specialists and coders

PROMOTE BETTER PATIENT CARE

M*Modal gives physicians the tools they need to draw a complete and accurate clinical picture in the patient documentation. Automatic chart review facilitated by CAPD also:

- Improves the speed and access to more accurate and complete clinical information to reduce errors
- Promotes evidence-based medicine
- Supports consistency and standardization in documentation practices by continually applying the same rules across all physicians, patients and documents
- Brings the clarification process to the time of report creation when the patient encounter is fresh in the physician’s mind, not days later when details may not be correctly or completely recalled
BENEFITS

• Creates time to care by unifying clinical workflows and optimizing user experience
• Improves the quality of documentation at the time of note creation, enabling more accurate coding and more appropriate reimbursement
• Promotes an information-driven, consistent and reliable approach to physician documentation
• Significantly boosts physician productivity, efficiency, education and satisfaction
• Minimizes retrospective queries, extends CDI programs and streamlines downstream workflows
• Helps meet documentation needs related to HCCs, Patient Safety Indicators (PSIs), ICD-10, CDI, Quality Reporting, ACOs, etc.
• Reduces legal exposure and risk of audits
• Facilitates improved medical communication and collaborative care with closed-loop clinical documentation

FEATURES

• Embedded functionality of M*Modal Fluency Direct to deliver proactive feedback based on continuous, real-time evaluation of note being created
• Automated identification of the most common documentation issues
• AI technology used to support compliance, document quality and patient care
• True real-time clinical understanding of content and context as physicians dictate, type or use templates in EHRs
• Advanced adaptability and customization with the ability to match physicians with specific feedback and configure new feedback rules
• Audit trail of notifications to specific physicians and their clarification rates for monitoring and ongoing improvement
• In-house M*Modal Adoption Services to provide clinical documentation expertise to help identify the most effective feedback, enable physician engagement and monitor usage
• Non-interruptive, high-value, accurate, reliable and appropriate physician feedback

About M*Modal

Now a part of 3M, M*Modal is a leading healthcare technology provider of advanced clinical documentation solutions, enabling hospitals and physicians to enrich the content of patient electronic health records (EHR) for improved healthcare and comprehensive billing integrity. M*Modal also provides advanced cloud-based Speech Understanding™ technology and data analytics that enable physicians and clinicians to include the context of their patient narratives into electronic health records in a single step, further enhancing their productivity and the cost-saving efficiency and quality of patient care at the point of care.

To find out more, visit our website at mmodal.com or contact us at 866-542-7253.