Nuance®

Dragon Medical One – Optimization Training

User Guide

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Nuance® Dragon® Medical
One Wayside Road
Burlington, MA 01803
www.nuance.com/healthcare

Purpose

This document is intended to prepare users to optimize their usage of Dragon Medical One (DM One).

Audience

The audience for this guide is healthcare professionals who plan to utilize Dragon Medical One voice dictation software.

Assumptions

This document assumes you are familiar with or have completed:
- Dragon Medical One Foundational Training
- Basic computer functions
- EHR basic functions

Introduction

Dragon Medical One (DM One) is designed to allow clinicians to dictate text directly into their Electronic Medical Record (EMR) quickly and accurately using their voice. Every patient deserves an accurate clinical story. Nuance® clinical documentation solutions make it easy for clinicians to capture each patient's story, accurately and completely. Nuance provides solutions that fit naturally into their workflow, freeing up time to focus on what matters most—taking care of patients.

Related Documentation

For supplemental information, see the following document(s):

- DM One Optimization Job Aid

Agenda

- What is Optimization Training?
- The DM One Dragon Bar
- Creating/Editing an Auto-Text
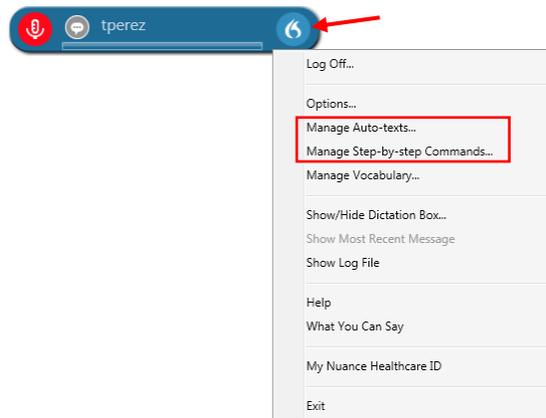- Creating/Editing Step-by-Step commands
- Anchoring Speech Focus

What is Optimization Training?

Optimization Training will build on the tasks learned through Foundational Training and teach additional functionality within Dragon Medical One (DM One) to boost productivity and efficiency, which will allow clinicians to document the patient's story more quickly and completely.

The DM One Dragon Bar

Most of the items located in the Dragon Bar menu were addressed during Foundational Training. This User Guide will only address those relevant to DM One Optimization Training.

- **Manage Auto-Text**: Auto-texts are blocks of text that you can insert into your document with a voice command. Accessing this option allows you to create, modify, and delete Auto-Texts. Using auto-texts reduces the time you need to dictate and improves the consistency of your documentation.

- **Manage Step-by-Step Commands**: Step-by-Step commands execute a series of actions with a single voice command. Accessing this option allows you to create, modify, and delete Step-by-Step commands. Creating and modifying Step-by-Step commands is only recommended for experienced users.

Creating an Auto-Text

Auto-Text are custom commands used to insert specific user-defined content in a report. Use Auto-Text commands to create phrases, paragraphs, or complete note templates that you dictate frequently.

Exercise 1: Basic Auto Text

1. Open the Dictation Box.
2. **Say** "*The patient was evaluated by the psychiatric liaison, who feels that at this time, the patient does not meet criteria for psychiatric admission. The patient denies suicidal or homicidal ideation and will contract for safety. Additional resources will be provided upon discharge.*"

3. **Say** *"Select All"*

4. **Say** *"Make that an Auto-Text."*

Observe that the Manage Auto-Text window has opened with your dictation appearing in the **Content** box.

Notice there are three required fields (**Name**, **Spoken Form**, and **Content**), highlighted in red and marked with an asterisk.

Name *

Description

Spoken form *

Content *

The patient was evaluated by the psychiatric liaison, who feels at this time, the patient does not meet criteria for psychiatric admission. The patient denies suicidal or homicidal ideation and will contract for safety. Additional resources will be provided upon discharge.

*Fields marked with * are mandatory*

Apply All   Close

5. Click into the Name field and type **My Psychiatric Discussion**

Observe that Dragon entered your text into the Spoken Form field automatically.
Note: Special characters, numbers, and punctuation are not allowed in the Spoken Form field.

6. Click **Apply All**

7. Click **Close**

Now we can execute the Auto-Text by simply saying the name.

8. Open your Dictation Box and clear any text that appears.

9. **Say** "*My Psychiatric Discussion*"

Observe that the entire block of text populated into the Dictation Box in one action.

Observe that our Basic Auto text example does not include specific references to a patient's gender, diagnosis, or any specific treatment plan. Basic Auto-Texts are best suited to blocks of text that do not need to be edited with each use; however, after inserting the Auto-Text, you could edit the text using your keyboard and mouse or the commands covered in Basic Dictation and Correction section of the DM One Foundational Training. If you have a text template that needs to be edited with each patient interaction, you can use a Variable Auto-Text.
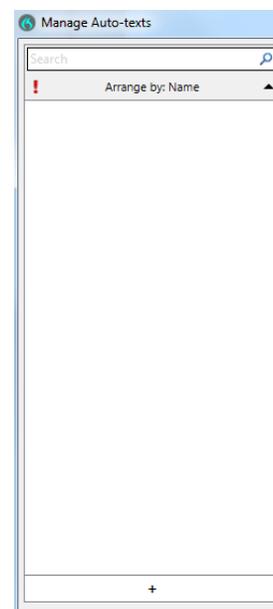
Exercise 2: Variable Auto-Texts (and editing variables)

Variable Auto-Texts work essentially the same way as Basic Auto-Texts, but also allow for quick editing of specific words or phrases. To identify which content needs to be changed, place square brackets at the beginning and end of any text.

- **[** dictated as "*left bracket*" or "*open bracket*"

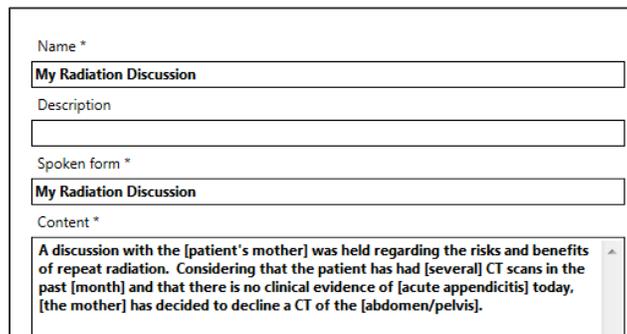- **]** dictated as "*right bracket*" or "*close bracket*"

Once the Variable Auto-Text is executed, we can use additional DM One features to quickly navigate between the variable fields to update the Auto-Text content.

1. Click the Blue Flame icon in the DragonBar and choose **Manage Auto-Texts**

   o Or just say "*Manage Auto-Texts*"

2. Click the **+** button to create a new Auto-Text

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3. Click into the Name field and dictate (or type) **My Radiation Discussion**

4. Click into the **Content** field.

5. **Say** *"A discussion with the [patient's mother] was held regarding the risks and benefits of repeat radiation. Considering that the patient has had [several] CT scans in the past [month] and that there is no clinical evidence of [acute appendicitis] today, [the mother] has decided to decline a CT of the [abdomen/pelvis]."*

Note: You can say "*open bracket*" and "*close bracket*" for the delimeter characters while dictating the passage, just like any other punctuation. Or you can dictate the passage without the brackets and then type them into the appropriate places afterwards. Just be sure that when you are done, the text in your Content field matches the screenshot here.
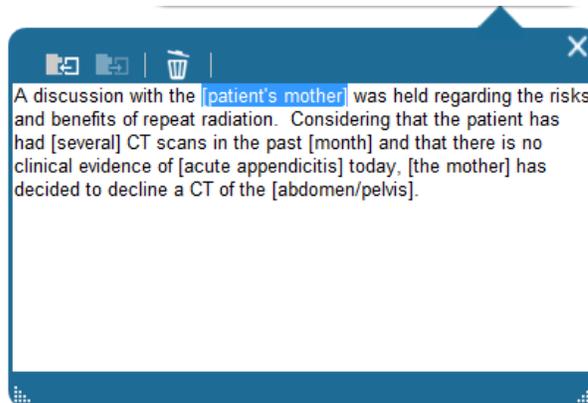
Name *

My Radiation Discussion

Description

Spoken form *

My Radiation Discussion

Content *

A discussion with the [patient's mother] was held regarding the risks and benefits of repeat radiation. Considering that the patient has had [several] CT scans in the past [month] and that there is no clinical evidence of [acute appendicitis] today, [the mother] has decided to decline a CT of the [abdomen/pelvis].

6. Click **Apply All**
7. Click **Close**

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Now we can execute the Auto-Text by simply saying the name.

8. Open your Dictation Box
9. **Say** "*My Radiation Discussion*"

Observe that, just like the previous example, the entire block of text populated into the Dictation Box in one action. The difference is that now, the first of the variable fields is already highlighted.

A discussion with the [patient's mother] was held regarding the risks and benefits of repeat radiation. Considering that the patient has had [several] CT scans in the past [month] and that there is no clinical evidence of [acute appendicitis] today, [the mother] has decided to decline a CT of the [abdomen/pelvis].

Now we can navigate between our variable fields (bracketed items) to update the Auto-Text. Use the following scenarios to change your Auto-Text.

Perhaps, for this patient encounter, we held our discussion with the patient's legal guardian (rather than the default value of mother). With the variable already highlighted:

10. **Say** "*Patient's legal guardian*"

Observe that our new dictation has overwritten the variable field.

We can navigate between the remaining variable fields using the "**Next Field**" and "**Previous Field**" commands. Recall that the custom PowerMic buttons can be configured to execute these commands, too. You could also assign hotkeys to these commands.

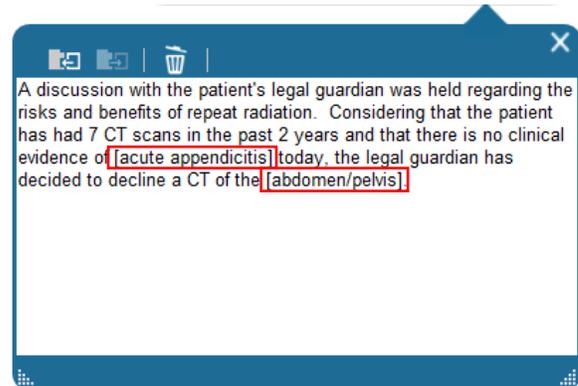11. **Say** "*Next field*" (or use the button on your PowerMic)

Observe the next variable field (several) is now highlighted.

12. **Say** "*seven*"
13. **Say** "*Next field*"
14. **Say** "*2 years*"
15. **Say** "*Next field*"

Perhaps, for this patient encounter, the default values of [acute appendicitis] and [abdomen/pelvis] are appropriate. There is no need to dictate a new value over the default within the brackets.
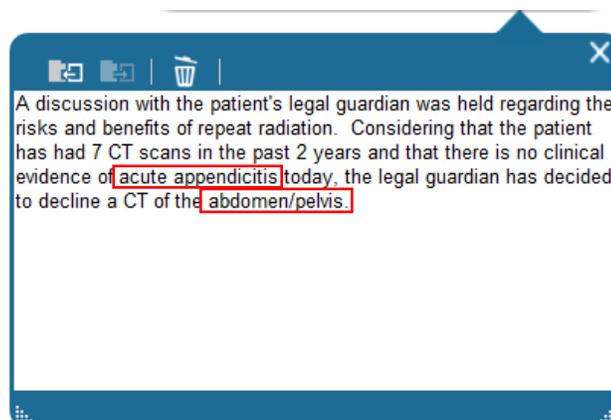
16. Leaving the default value (acute appendicitis) unchanged, **say** "*Next field*"

17. With the next variable field highlighted (the mother), **say** "*the legal guardian*" to overwrite it.

Now that we have updated our text to reflect the appropriate values for this patient interaction, the only step left is to get rid of the remaining delimiters. We can use the "**Accept Defaults**" command to finalize our editing.

18. Leaving the last default value (abdomen/pelvis) unchanged, **say** "*Accept Defaults*"

Observe that the **Accept Defaults** command removed all of the remaining brackets within the passage.
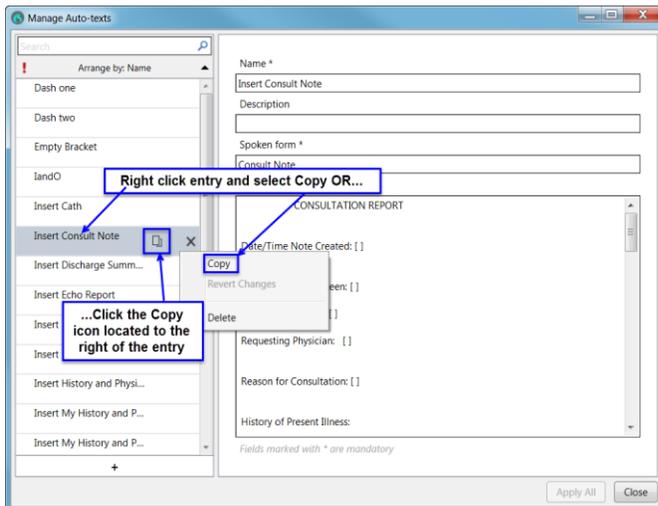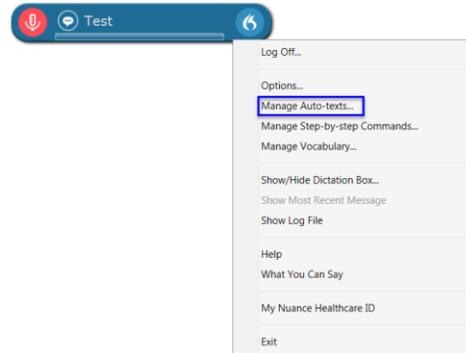
Exercise 3: Copy Auto-Text

For those on DM One version 3.5 or higher, you can copy Auto-Texts in order to create a duplicate entry that you can easily edit rather than recreate.
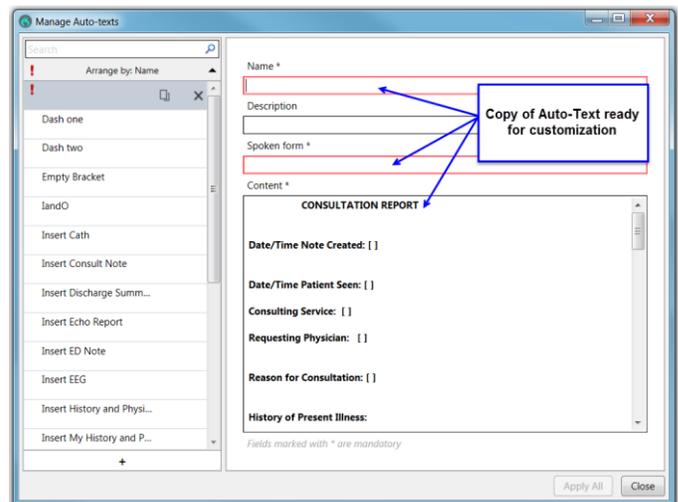
To Copy an Auto-Text
Select the Manage Auto-Texts option from the DragonBar drop-down menu.

From the Manage Auto-Texts window, identify the Auto-Text you would like to copy, right click on the entry and select Copy. You can also click the Copy icon located to the right of the entry to copy the entry.

The "Revert Changes" feature reverts ALL recent modifications and changes back to its original state.

This will create a copy of the Auto-Text that is ready for customization.

Editing/Deleting Auto-Texts

Once an Auto-Text has been created, you can always go back and edit the Name, Spoken Form, or Content fields. You can also delete Auto-Texts that you no longer need.
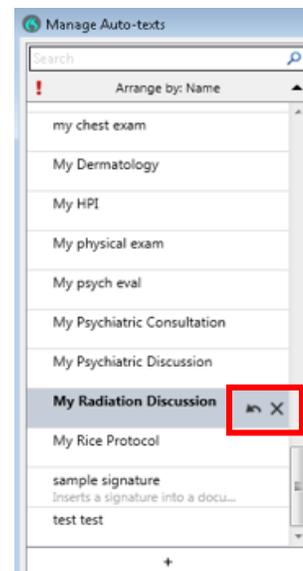
Exercise 4: Editing an Auto-Text

1. **Say** "*Manage Auto-Text*"

2. Click on **My Radiation Discussion** in the list on the left

3. You can click into any of the available fields and make changes as you see fit.

4. Once you are done making changes to an Auto-Text, click **Apply All**

Exercise 5: Deleting an Auto-Text

1. **Say** "*Manage Auto-Text*"

2. Click on **My Radiation Discussion** in the list on the left

3. Click on the **X** symbol to the right of the Auto-Text name

Note: The Auto-Text will not actually be removed from your list until you click the **Apply All** button. This feature is helpful to avoid accidentally deleting Auto-Texts. If you accidentally delete an Auto-Text, you can use the arrow icon to restore it (only if you have not yet clicked **Apply All**).
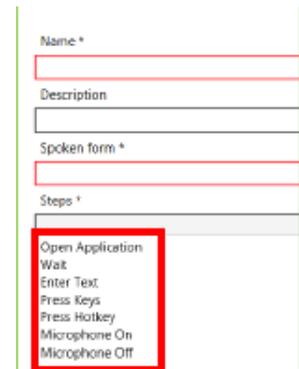
4. Click **Apply All**
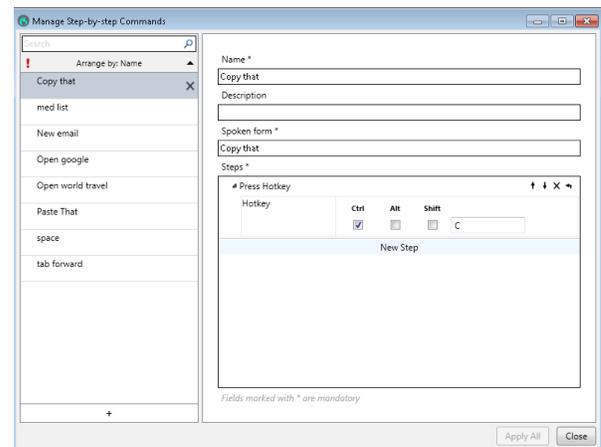
Creating a Step-by-Step Command

A Step-by-Step (SbS) Command is used to execute a series of predefined actions by saying a key phrase. The concept is similar to that of an Auto-Text, but instead of simply entering a block of text, Step-by-Step Commands can simulate keystrokes or even turn your microphone on or off. The steps can be customized to execute a wide variety of functions on your workstation, to help save time when accomplishing repetitive tasks.

1. Click the Blue Flame icon and choose **Manage Step-by-step Commands**

2. Click **+** and enter a value into the **Name** field. The **Description** field is optional. Just like with Auto-Texts, Dragon will copy the name into the **Spoken form** field for you.

3. Click the **New Step** button to see a drop-down list of the types of steps available. Many simple steps can be added and ordered to accomplish more advanced functions together.

4. Once you have all your steps created and ordered to your liking, click **Apply All**.

Example 6: Create a SbS Command called Copy That

1. Click on the Blue Flame icon and choose **Manage Step-by-step Commands**

   a. *Or* you can simply **say** "*Manage Commands*"

2. Click on the **+** symbol to create a new SbS Command

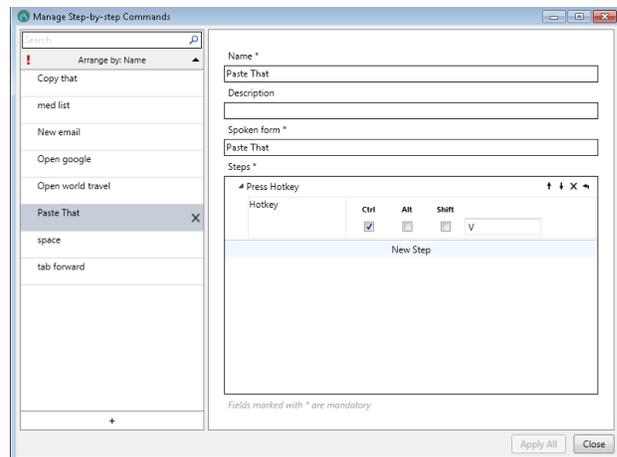3. Click into the Name field and type or dictate **Copy That**

4. In the Steps section, click on the **New Step** button

5. Select **Press Hotkey**

6. On your keyboard, press **Ctrl+C**

Observe that pressing Ctrl+C enters the letter C into the empty box and checks the Ctrl box modifier for you.

7. Click **Apply All**

8. Click **Close**

Example 7: Create a SbS Command called Paste That

1. **Say** "*Create new command*"

2. Click into the Name field and type or dictate **Paste That**

3. In the Steps section, click on the **New Step** button

4. Select **Press Hotkey**

5. On your keyboard, press **Ctrl+V**

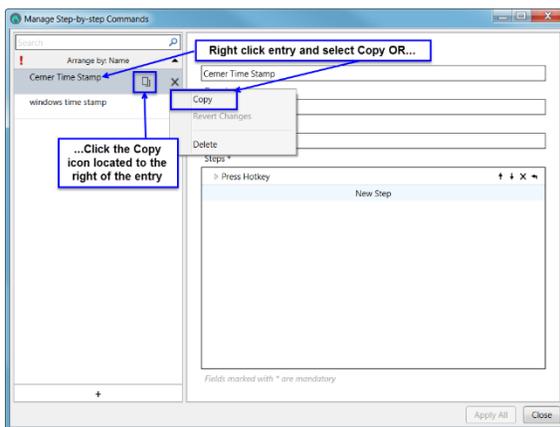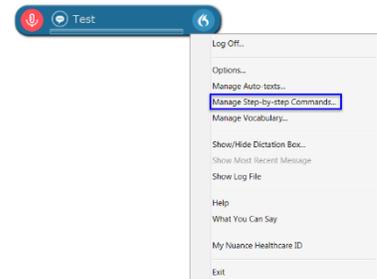6. Click **Apply All**

7. Click **Close**

Example 8: Copy a Step-by-Step Command

For those on DM One version 3.5 or higher, you can copy Step-by-Step Commands in order to create a duplicate entry that you can easily edit rather than recreate.
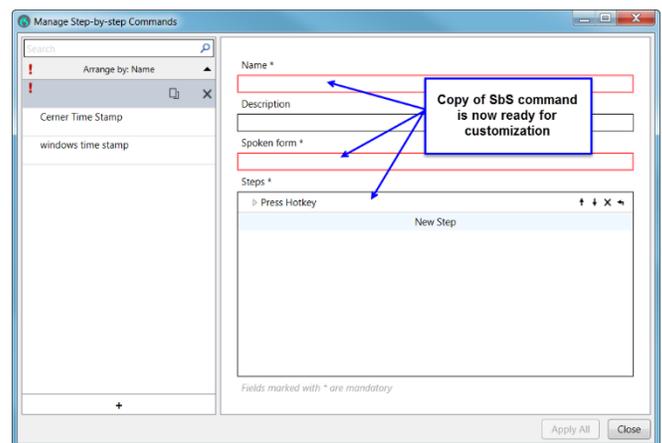
To Copy a Step-by-Step Command
Select the Manage Step-by-Step Commands option from the DragonBar drop-down menu.

From the Manage Step-by-Step Commands window, identify the command you would like to copy, right click on the entry and select Copy. You can also click the Copy icon located to the right of the entry to copy the entry.

The "Revert Changes" feature reverts ALL recent modifications and changes back to its original state.

This will create a copy of the Step-by-Step command that is ready for customization.
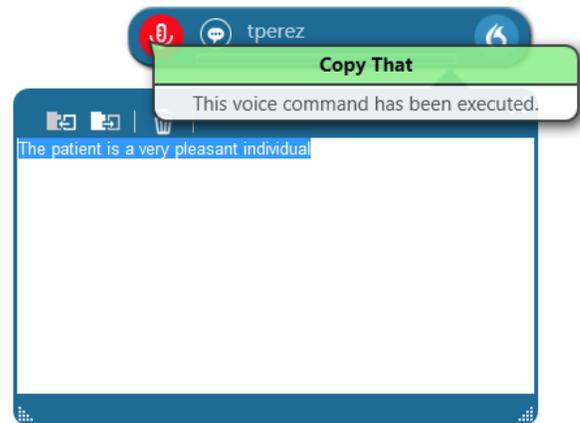
Example 9: Executing Step-by-Step Commands

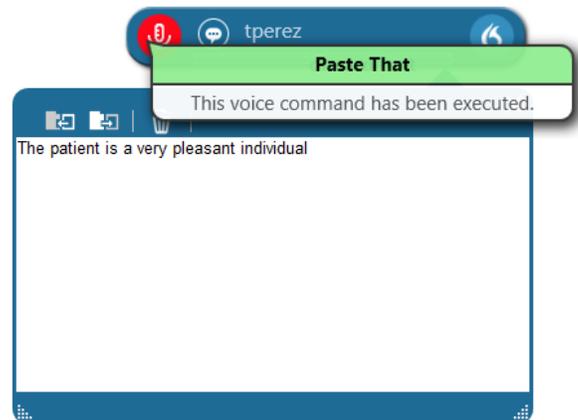1. Open your Dictation Box
2. Dictate Sample 5 below

Sample 5: **The patient is a very pleasant individual**

3. **Say** "*Select All*"
4. **Say** "*Copy That*"

Observe that Dragon Medical shows a popup indicating that your SbS command was executed.

5. **Say** "*Discard text*"
6. **Say** "*Paste That*"

Observe that Dragon shows a popup indicating that your SbS command was executed.

Observe that our **Copy That** and **Paste That** commands are simply executing the Ctrl+C and Ctrl+V keystrokes for us as designed. Now, when we want to copy and paste any selected value, we can use the verbal commands to execute our new SbS Commands instead of our keyboard or mouse.

Editing Step-by-Step Commands

Once a Step-by-Step command has been created, you can always go back and edit the **Name**, **Description**, and **Spoken Form** fields. You can also delete or reorder the steps or even delete the SbS Commands altogether.

Exercise 10: Editing a "Step-by-Step Command"

1. **Say** "*Manage Commands*"

2. Click on **Copy That** in the list on the left

3. Make changes as desired

    a. The up and down arrow buttons can be used to reorder the steps (if you have more than one)

    b. The **x** button is used to delete a step entirely

    c. The left arrow button is used to insert a new step at this spot in the order

4. Once you're done making changes to a SbS Command, click **Apply All**

Exercise 11: Deleting a Step-by-Step Command

1. **Say** "*Manage Commands*"

2. Click on the command name you want to delete in the list on the left

3. Click on the **X** symbol to the right of the SbS Command name

4. Click **Apply All**

Anchoring the Speech Focus

When an application has the speech focus anchored, recorded speech is transcribed within that application. You can anchor the speech focus to applications that Dragon Medical One can directly write the text in.

- The red microphone icon changes to a red lock icon when the speech focus is anchored to an application.
- When recording is on, the icon turn green.

Once the speech focus is anchored to your target application, you can open and navigate through other applications without removing the speech focus from the target application.

You can change which application has the speech focus at any time. Anchoring the speech focus to another application automatically releases the speech focus from the previous application.

When you are working with an application in which DM One can directly write the text, do the following:

1. Place the cursor in your target application (where you want the text to appear) and **Say,** "*Anchor Speech Focus*" to enable this feature.
2. Open any other application you need for analysis/reference (for example, your PACS) or navigate within the patient's chart with your EHR application.
3. Begin dictation (start and stop as needed).

Observe that your dictation appears directly in the text field to which you are anchored.

Note: To use the Release the Speech Focus feature (when you are done):
Say "*Release Speech Focus".*

Note: You can configure one of the PowerMic buttons to perform this function.

DM One Optimization Review

- **What is Optimization Training?** Optimization Training will boost productivity and efficiency to allow clinicians to document the patient's story more quickly and completely.
- **DM One Dragon Bar** – The DM One Dragon Bar contains shortcuts to optimize performance when using DM One.
- **Auto-Texts** – Auto-Text are custom commands used to insert specific user-defined content in a report. Use Auto-Text commands to create phrases, paragraphs, or complete note templates that you dictate frequently (with or without variable fields). Use of Dragon Medical's Auto-Text feature will enable you to increase efficiency by decreasing the time spent dictating repeatable text, as well as saving time and effort, and potentially reducing errors.
- **Step-by-Step Commands** – Use the Step-by-Step Commands feature in DM One to create shortcuts that activate predefined steps. Each step of a command can type text, press a keyboard key, open an application or website, turn your microphone on/off, etc. The effective utilization of Step-by-Step Commands can increase your overall productivity by allowing you to quickly and easily execute repetitive steps.
- **Anchoring Speech Focus** – By anchoring the speech focus, you can lock into a target text field while reviewing other documents in the EHR.