

Revealing the impact of the pandemic on clinician burnout

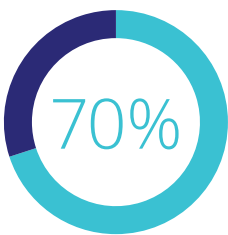
Nuance UK survey reveals the damaging impact of the Covid-19 pandemic on NHS healthcare professionals.



85% of all respondents agreed that the burden of clinical documentation is a significant contributor to burnout

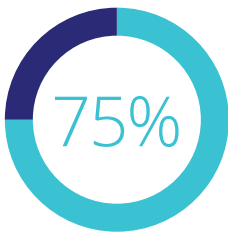
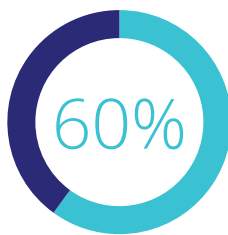
The pandemic has increased the risk of clinician burnout

Primary Care

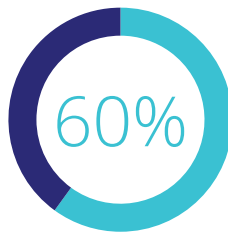


Said the pandemic had made their work-life balance worse

Secondary Care



Felt more anxious/stressed at work during the pandemic



78% in **primary care** said remote consultations have caused an increase in general workload



71% in **secondary care**, stated their hospital still had a large backlog that will take a long time to clear

Who responded?

793

Primary Care



143

Secondary Care



What they said

The majority of NHS working patterns remained impacted by the pandemic 3-4 months after the first national lockdown ended

Primary Care



1 in 4

Secondary Care



1 in 3

Respondents who said their working pattern had returned to be what it was before the pandemic

Dragon Medical One – reduce the burden of clinical documentation

AI-powered clinical speech recognition helps reduce administrative workloads and releases more time for patient care.

Update patient records, navigate the EPR, manage email and more using your voice – at least 3x faster than typing.

Dragon Medical One:

- **Reduces duplication of effort:** use 'auto-texts' to insert pre-defined text and templates with a single verbal command - saving time and minimising errors.
- **Supports remote working:** with our cloud-based solution you have a single voice-profile that can be accessed across different devices and locations.
- **Facilitates keyboard-less working:** our mobile app replaces the dictation microphone, reducing the need for shared keyboards - lowering infection risk.

Our survey highlights the growing backlog of work facing secondary care once services return to normal.

- **Homerton University Hospital** reduced turnaround times of clinic letters from 17 days to 2 days, with 90% of letters sent within 24 hours, with Dragon Medical One.
- **Royal Cornwall Hospital** reduced the document backlog in their gastroenterology department by 72% when they piloted Dragon Medical One ahead of their site-wide deployment.

In primary care, speech-to-text is also used to relieve administrative burden and streamline processes.

- **Mount Pleasant Medical Practice** had a lot of Covid-19 tasks to complete outside of patient care and having Dragon Medical One in place assisted them in delivering time critical tasks.

“The mountain of admin became oppressive to the point I just didn't want to do the job anymore. Then Dragon Medical speech recognition came along and I caught up with a backlog of 2 years work in just 3 weeks.”

— Karen Edwards
Occupational Therapist
Worcestershire Health and Care

“Dragon Medical One has been a godsend during the Covid-19 crisis.”

— Mount Pleasant Medical Practice



About Nuance Communications, Inc.

Nuance Communications (Nuance) is a technology pioneer with market leadership in conversational AI and ambient intelligence. A full-service partner trusted by 90 percent of U.S. hospitals and 85 percent of the Fortune 100 companies worldwide, Nuance creates intuitive solutions that amplify people's ability to help others.