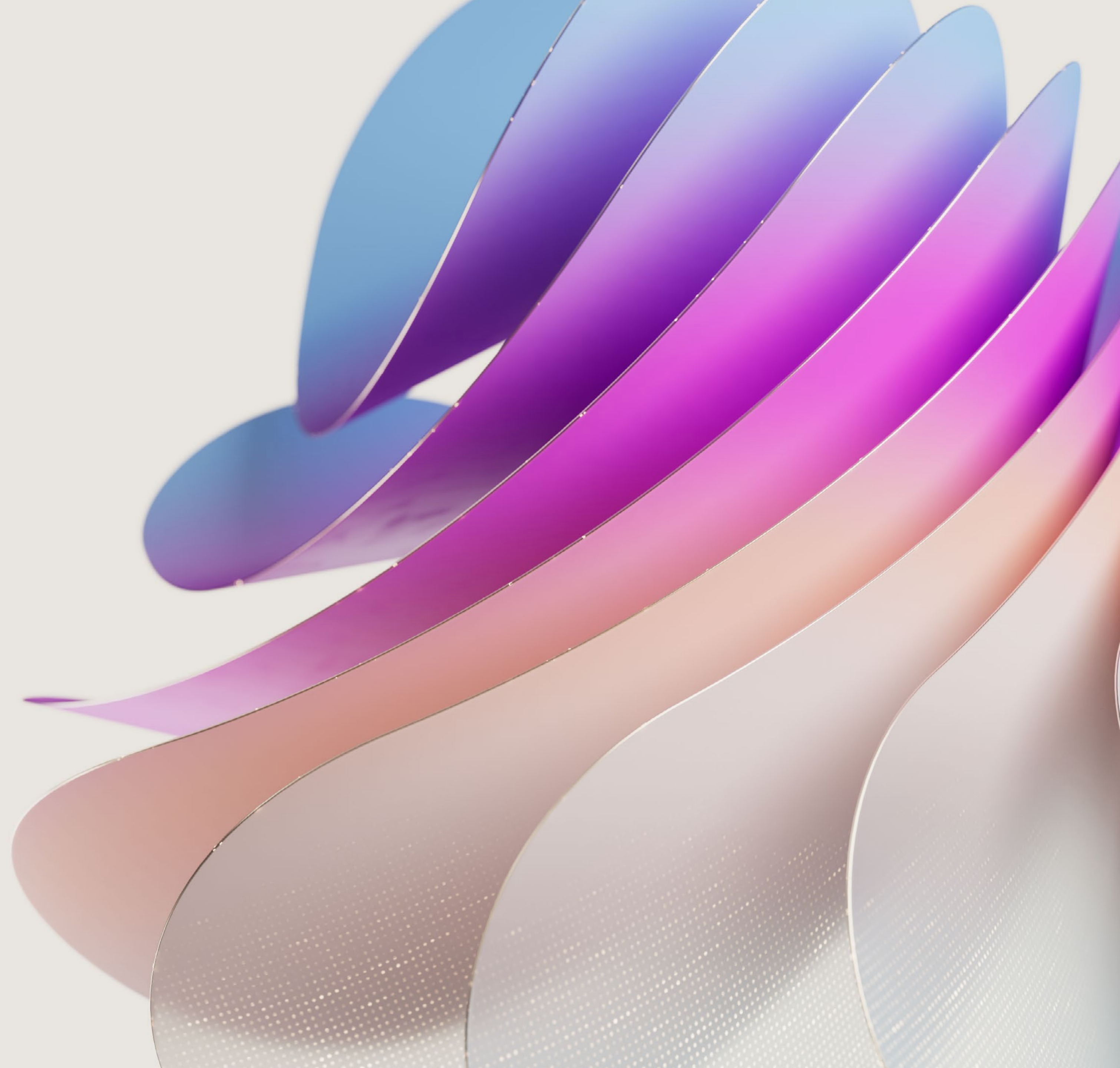




DAX™ Copilot

A guide to evaluating ambient and AI clinical solutions



As the market demand for AI solutions heats up so too has the vendor landscape. The number of vendors, mostly startups, that have entered the ambient solution market since its inception in 2020 with the launch of Dragon Ambient eXperience (DAX), followed by DAX Copilot, has increased ten-fold.

With so many new entrants, what should healthcare organizations evaluate to select the right partner?

Through thousands of conversations with customers, we found that it comes down to these four attributes:

To gauge the extent of a company's experience and expertise in creating and delivering upon the promise of AI in healthcare, consider the following.

01

Longevity

What to ask

- How long have you been in business?
- How is your organization funded?
- What is your burn rate?
- What is your annual revenue?
- How many people do you employ?

Why this matters

This is the beginning of a new era of innovation with much more to come. Ensure that the vendor you partner with is going to be around for the long haul and keep up with the accelerated pace of innovation.

Microsoft

Microsoft is a leading technological powerhouse that's been in business since 1975 with hundreds of thousands of employees, a large, dedicated R&D organization including the Microsoft Azure AI team working on DAX Copilot.

Usage

What to ask

- How many customers do you have?
In what size organizations?
- How many of those customers are actively using your solution today?
- How many active users do you have and in what specialties?
- What are your largest deployments based on active users vs. potential users?

Why this matters

There are many start-ups in this space pretending to be larger than they are. Ensure that the vendor you partner with has successfully deployed their technology and that they have active users at a similar size organization and that they use the technology in the specialties where you want to use it.

DAX Copilot

The first version of DAX launched in 2020. Today, we have thousands of users at hundreds of healthcare organizations across all ambulatory specialties. We built upon this success and launched DAX Copilot in 2023 with many existing and new customers. DAX Copilot can be used for healthcare organizations of all types and sizes in primary care and urgent care in office, telehealth and emergency medicine.

Partnerships

What to ask

- Describe your joint development partnership with my EHR vendor.
- How long have you been partners?
- When were you integrated?
- How many of your customers are using the embedded version of your solution?
- Do you rely on 3rd party vendors for any part of your solution or solution delivery? If yes, for what and by whom?

Why this matters

Ambient solutions are used with EHRs. It's important that the two solutions work together seamlessly. Complexity, disjointedness, and poor user experiences ensue when product and engineering are not aligned across organizations.

Not all partnerships are created equal and the level of maturity and integration details matter.

DAX Copilot

We have a long history of partnering with major EHRs. We are partnering and co-developing with them to define AI features and capabilities for use in their products.

This includes [strategic development](#) with [Epic](#), [MEDITECH](#), and other EHRs for ambient documentation and task automation as well as [hundreds of additional AI use cases.](#)

Proof

What to ask

- What quantified outcomes does your product produce and how large is your sample size?
- How many reference sites do you have?
- What is the projected return on investment (ROI) for your solution? What studies have you done with others to demonstrate this?

Why this matters

Claims need to be substantiated by independent parties and customers. You are making a significant investment in new technology and need peace of mind that others have successfully deployed the technology and realized positive outcomes. Your organization and your personal reputation depend on it.

DAX Copilot

Organizations such as [Atrium Health](#) state that DAX Copilot has improved documentation and experience providing care. [Stanford Health Care](#) reports that it has expedited clinical notetaking. [Valley View Hospital](#) has experienced additional work RVUs and says that DAX Copilot has helped them to better align with MGMA national coding averages.

Additionally, we have demonstrated positive outcomes from clinician and patient surveys in the areas of operational efficiencies, clinician satisfaction, documentation quality and patient experience.

On average, clinicians are saving 5 minutes per encounter¹ and adding 13-26 additional appointment slots per month² enabling a \$50-\$500K incremental revenue potential per clinician, per year³ (varies by specialty).

70% of clinicians say it improves work-life balance, and reduces feelings of burnout and fatigue⁴. 77% say it improves documentation quality⁵.

93% of patients say their physician is more personable and conversational⁶ and 90% say their physician spends less time on the computer in the exam room⁷.

¹ Microsoft survey of 879 clinicians across 340 healthcare organizations using DAX Copilot; July 2024

² Microsoft survey of 879 clinicians across 340 healthcare organizations using DAX Copilot; July 2024

³ Potential additional visits per day translated into incremental revenue based on MGMA Datadive 2023 industry averages for provider compensation, productivity, and key healthcare metrics

⁴ Microsoft survey of 879 clinicians across 340 healthcare organizations using DAX Copilot; July 2024

⁵ Microsoft survey of 879 clinicians across 340 healthcare organizations using DAX Copilot; July 2024

⁶ Survey of 413 patients conducted by multiple healthcare organizations whose clinicians use DAX Copilot; June 2024

⁷ Survey of 413 patients conducted by multiple healthcare organizations whose clinicians use DAX Copilot; June 2024

02

Technological leadership can be determined by asking questions about the company's large language models, note accuracy, speed of note delivery, and ease of editing. It's important to understand what is on a company's roadmap and the delivery timeframes. To evaluate, ask vendors:

Product offering

What to ask

- Do you offer additional clinical solutions or just the one product?
- Does your ambient solution include front-end speech capabilities?
- Describe your feature set beyond note creation.

Why this matters

Single product solutions require multiple vendors to fulfill your needs. The more vendors you have, the higher the complexity and the lower the likelihood of the solutions working together cohesively. Point solutions are narrow and solve just one challenge, and they are disjointed when cobbled together with other solutions. Feature rich solutions that work together seamlessly streamline the clinicians' workflow and provide full functionality to address their needs.

DAX Copilot

DAX Copilot is tightly integrated with the advanced speech capabilities of Dragon Medical One and it's 200+ features to assist clinicians with clinical tasks and draft clinical notes.

With an expanding set of capabilities that go beyond AI notes, clinicians can be even more productive by transforming the clinical conversation into multiple outputs such as referral letters and after visit summaries. To help validate medical decision-making and get a quick refresher on a patient before finalizing the note it can summarize evidence and the encounter and even provide coaching tips for producing better clinical notes.

It also streamlines other tasks such as replying to messages, signing patient notes, searching charts and obtaining prior authorization to name a few.

Clinicians need the right solution at the right time to fit the task at hand and Dragon does just that.

AI model

What to ask

- What type(s) of AI are you using?
Conversational, ambient, generative?
- Are you using an off-the-shelf large language model? If so which one?
- Where are you getting your data?
What types of data is your AI model built on?
- How has your data been verified for clinical accuracy?
- How is the data being used and where is it used?

Why this matters

Off-the-shelf large language models serve as a foundation and have not been trained solely on clinical data, but rather large amounts of public web data. They also require careful prompt engineering to coax what is needed from them. Although these models may appear to work on the surface, resulting accuracy is suspect. General purpose models deliver some aspects of the patient encounter but not the finer details, which impact the quality of the note and potentially the quality of care.

DAX Copilot

DAX Copilot is built on an optimized large language model coupled with award-winning conversational and ambient AI that has been trained on over 1B+ minutes of medical dictation annually and 15M+ ambient encounters and annotated notes. Our clinical data has also been verified for accuracy and does not roll back into public facing generative AI models.

Responsible AI

What to ask

- What is your approach to responsible AI?
- What is your testing process?
- What dedicated resources do you have to evaluate the effectiveness and accuracy of the AI in your product?
- What's your organization's process for reviewing changes to your AI model to minimize harm?
- How many people in your organization do you have reviewing notes and customer feedback to understand the impact of changes to your AI model?

Why this matters

AI can contain bias and hallucinations, where the AI states erroneous information as fact. Having a dedicated team of responsible AI experts and an established framework to mitigate bias and risk is essential in a highly regulated sector like healthcare and where patient safety is a top priority.

DAX Copilot

Microsoft screens all products, including DAX Copilot, through an Office of [Responsible AI](#). We've identified six principles that we believe should guide AI development and use:

1. Fairness: AI systems should treat all people fairly.
2. Reliability and safety: AI systems should perform reliably and safely.
3. Privacy and security: AI systems should be secure and respect privacy.
4. Inclusiveness: AI systems should empower everyone and engage people.
5. Transparency: AI systems should be understandable.
6. Accountability: People should be accountable for AI systems.

Accuracy and speed

What to ask

- Describe your note accuracy.
- What is your note turnaround time?
- How large is the R&D team that works on continuous accuracy improvements?
- How much data are you gathering with your client footprint to continuously improve accuracy?

Why this matters

Note accuracy and turnaround time impacts the user experience and clinician adoption. Clinicians must trust the solution. That trust is predicated on solution accuracy, which improves quality and consistency of care. And the less accurate the note; the more editing required, which degrades time-savings.

Note turnaround time also impacts time-savings and clinician satisfaction. If the note takes too long to be returned, time savings will not be enough for clinicians to want to use it regularly. It also hinders clinician recruitment when trying to scale the solution as word-of-mouth travels from clinician to clinician.

DAX Copilot

Accuracy

Our model has been trained on 15M+ clinical encounters and has only been exposed to clinical data. We have over two decades of experience building and optimizing medical speech recognition technology, and we continuously train and optimize the AI model on millions of patient encounters.

Speed

DAX Copilot delivers notes quickly and consistently, even when there are multiple recordings for the same patient. When clinicians are going from patient to patient, note turnaround time matters.

R&D team

DAX Copilot is supported by an R&D team of thousands, focused on continuously improving the accuracy and adding new capabilities.

Ease-of-use

What to ask

- How do users edit the note?
- How can notes be customized, and can customizations be applied to all notes?
- Describe your integration with EHRs including Epic, MEDITECH, athenahealth and others.
- If you integrate with Epic, does your Epic integration include Smart Data Element (SDE) or SmartSection functionality?

Why this matters

Ease-of-use impacts the user experience, clinician recruitment and adoption. If the note is easy to edit, clinicians will use it. Customizations preferences that can be applied to all notes further improve ease-of-use and clinician satisfaction as does integrations with EHRs.

DAX Copilot

DAX Copilot offers more than one way to edit and customize the clinical summary. Clinicians can edit, append and customize content and make queries by speaking naturally directly in the app. Alternatively, they can use the advanced speech capabilities in Dragon Medical One to perform a variety of tasks and functions.

Users can add, remove and edit words and phrases. They can change the display of a clinical summary to a narrative or bulleted format, determine the style of the note — and reorder content in the problem list. They can even ask a question and DAX will search the transcript and note to locate the answer.

DAX Copilot for Epic allows clinicians to personalize and customize documentation within Hyperspace using Epic's tools and integrated voice capabilities, AutoTexts, and natural language commands.

Microsoft utilizes Epic SmartSections vs. Smart Data Elements (SDE's) or an HL7 integration which overwrites any pre-charting and is click heavy. SmartSections do not overwrite previous charting, rather it appends content that can then be edited. And, users are notified when new content has been added.

Analytics

What to ask

- What analytics are available with your solution?
- Does your solution integrate with other data analytics platforms? If yes, how?

Why this matters

Product usage is a key performance indicator (KPI) to measure your ability to scale the solution across your organization.

DAX Copilot

Self-service reports enable customers to track utilization of assigned licenses, monitor collective and individual usage patterns, and gain insights from product volume metrics.

Reliability and security

What to ask

- What infrastructure does your solution reside on?
- What are the security protocols in place?

Why this matters

A SaaS solution is only as good as the infrastructure it runs on. It must be reliable, always-on and secure. Over the past decade, healthcare data breaches have increased by 57%. The average cost of a healthcare data breach was the highest among all industries at \$10.93 million, with a 53% increase in cost over the past three years.⁸ With this kind of risk, security is critical to ensure that patient data is secure to avoid harm to them and your organization.

⁸ [Healthcare Data Breach Statistics \(hipaajournal.com\)](https://www.hipaajournal.com/healthcare-data-breach-statistics/)

DAX Copilot

DAX Copilot is part of the Microsoft Cloud for Healthcare, an ecosystem built on Microsoft's foundation of trust.

1. It delivers best-in-class security that provides secure management of protected health information (PHI) and clinical data.
2. Industry-aligned data privacy controls help safeguard sensitive user information across the entire healthcare journey.
3. It includes extensive industry compliance coverage with 100+ compliance offerings so you can focus on delivering care.

We launched the [Secure Future Initiative \(SFI\)](#), to prepare for the increasing scale and high stakes of cyberattacks. SFI brings together every part of Microsoft to advance cybersecurity protection across our company and products.

Roadmap

What to ask

- What has your pace of innovation been and what new features do you expect to introduce over the next 2–3 years?
- How will you support new product development and change requests and still have the ability to scale?
- Describe your R&D organization and how they support your product roadmap?
- What is the size of your clinical team that can verify new capabilities?

Why this matters

We are in the era of AI; and it's innovating rapidly. You'll want to purchase technology that pushes you ahead of your competition. The partner you choose, and their ability to innovate and deliver quickly will impact your ability attract and retain talent and continue to deliver quality care. Further, it's important to look at the maturity of new capabilities being introduced, and whether these capabilities have been clinically verified for integrity. Many capabilities being introduced as innovation are simply output for off-the-shelf large language models, with limited validation.

DAX Copilot

DAX Copilot has a robust roadmap with a large R&D workforce dedicated to continued innovation. We are expanding the use of DAX Copilot into additional care settings and have many new features that will be introduced in 2024 and beyond. We also have a large clinical staff, and an early adopter client base, that allows us to test and verify the effectiveness of our solution.

We have a long history of innovation and will continue to deliver AI at an unparalleled pace as one of the world's largest hyperscalers with an extensible ecosystem of capabilities.

03

Far too often, organizations purchase a solution that sounds great on paper and works for a few but doesn't scale. Solutions need to work for all or most with high rates of adoption. To ensure a solution can scale, ask vendors:

Experience and resources

What to ask

- What is your approach for scaling your product across a large healthcare system?
- How many large customers do you currently support?
- Do you have the resources necessary to continue to scale given the high operating costs associated with a generative AI solution?
- What tools and resources do you have in place to support change management and assist with clinician recruitment and adoption?

Why this matters

You want to know that the partner you choose has successfully done this before at a similar sized organization. Scaling a solution is quite different than just a few clinicians using it. Scaling a solution requires clinician recruitment and adoption strategies, planning, tools, and resources. You can't just throw tech over the fence and expect optimal results.

DAX Copilot

DAX Copilot is more than just the technology. Purchasing the solution includes processes and teams that will help you scale. Our offering includes engagement and adoption specialists who work with you to execute on the change management program needed to scale. This process yields the highest levels of adoption with the greatest outcomes and ROI. We have hundreds of customers who've deployed these strategies and have achieved positive results.

We have a website specifically for clinicians to learn about DAX Copilot with tips and best practices from other clinicians who are using it. We even have a marketing toolkit that's pre-built to make awareness, recruitment and adoption easy for your organization. It includes everything your marketing department needs to spread the word — from emails and blogs, to posters, FAQs and more.

04

Technology solutions require end-to-end support in several different areas from day one throughout the life of the solution — from implementation, training, and on-going user assistance. To assess knowledge and processes in this area, ask vendors:

Implementation and ongoing support

What to ask

- Will I have a dedicated team focused on my implementation? What roles are included in that team and what are their functions?
- Describe your customer success team. What's the size of the team? What's the tenure of the senior leadership managing the customer success team?
- Describe your support model. Do you provide 24/7 support? If so, which channels of engagement are used?
- Describe what teams are in place with the expertise needed to deliver outcomes.

Why this matters

You want your implementation to run smoothly with no surprises. You want it to be on time and in scope to deliver on the promises you made to your organization.

Once the solution is implemented, you'll need ongoing support to cover all your needs. Support isn't just a hot line or an internet chat function. It includes always-on assistance to aid users in product usage and a team of experts that partner with you to continually gauge and report on success.

DAX Copilot

Our sizable support team has breadth and depth. Creating a world-class support organization doesn't happen overnight. It takes time to assemble the experience and expertise needed.

To ensure customers are set up for success, we allocate a dedicated account team throughout each stage of the project lifecycle which includes implementation specialists with technical expertise for a timely successful deployment of the solution as well as consulting experts to architect and execute clinician awareness and engagement activities.

From day one, a Customer Success Manager is your primary point of contact and is engaged throughout all stages of product use.

Training

What to ask

- How are clinicians trained?
- What are your training modalities?

Why this matters

Not everyone learns the same way or at the same pace. Some like to do it themselves, while others prefer a more hands-on approach. Regardless of learning preferences, training needs to be available and accessible when it's needed.

DAX Copilot

Microsoft offers a wide variety of training tools, materials and live virtual support for users that includes:

- **24/7 support** via chat, email and phone.
- **A daily virtual room** staffed by a training consultant from 8:00 AM to 7:00 PM ET to assist with troubleshooting and training-related queries.
- **Comprehensive in-app training** that includes a quick start guide, best practices and coaching, a cheat sheet of verbal commands to use with Dragon Medical One, mock encounter examples, a support guide, and training videos.

In conclusion

When looking at the long-term value of an AI clinical solution, consider:

- Who are you going to trust with such an important part of your business — a trusted and proven leader or a new entrant?
- Who is going to continuously innovate to empower your workforce?
- Who do you trust to develop, deploy and use AI responsibly?
- Who has change management and support teams in place to help drive recruitment, adoption and ROI?
- Who has dedicated teams with the expertise to deliver proven outcomes?
- Who can scale the solution quickly across your organization?

DAX Copilot — experience and expertise, technological leadership, built to scale, world-class customer experience and support.

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