

# Fluency Direct Service Definition Document – G-Cloud15

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## 1. History of Solventum and the Fluency Suite

Solventum emerged as an independent healthcare technology company in **April 2024**, following its spin-off from **3M's Health Care Division**, which included the renowned **M\*Modal speech technology**. This transition marked the beginning of a new era for a business with over **70 years of medical innovation**, **7,300 patents**, and a global workforce of approximately **22,000 employees** operating in more than **40 countries**. Solventum's mission is clear: *to enable better, smarter, safer healthcare to improve lives*. The company combines expertise in **data science**, **material science**, and **clinical research** to deliver advanced solutions that reduce administrative burden and improve patient care outcomes.

Solventum Health Information Systems (HIS) is a core segment of the organization, focused on clinical documentation, coding, and revenue integrity solutions. Today, Solventum supports **over 400,000 clinicians daily**, integrates with **350+ EHR systems**, and serves **4,000+ hospitals worldwide**, including a significant footprint across the NHS. Its cloud-first architecture, hosted in **UK data centers**, ensures scalability, security, and compliance with GDPR and NHS Digital standards.

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### Evolution of the Fluency Suite

The **Fluency Suite** originated from **M\*Modal's pioneering speech recognition technology**, which Solventum inherited and advanced. Initially designed to replace manual transcription workflows, the suite evolved into a comprehensive platform for **real-time speech recognition**, **ambient voice technology**, and **digital dictation**.

#### 1. Fluency Direct

Introduced as an **EHR-integrated front-end speech recognition solution**, Fluency Direct enables clinicians to dictate, edit, and sign notes directly within EHR templates using conversational speech. It incorporates **Computer-Assisted Physician Documentation (CAPD)**, providing real-time nudges to improve documentation quality and completeness. Fluency Direct supports hands-free navigation, voice commands, and macro insertion, reducing documentation time by up to **50%** and improving clinician satisfaction.

#### 2. Fluency Flex (Fluency for Transcription)

Fluency Flex bridges traditional transcription and modern speech recognition workflows. It allows clinicians to self-edit documents or route them for transcription review, leveraging **cloud-based speech understanding** for high accuracy without additional training. This flexibility supports hybrid workflows and offers a migration path from back-end transcription to full speech recognition.

#### 3. Fluency Align

The latest innovation, Fluency Align, introduces **AI-powered Ambient Voice Technology (AVT)**. It captures patient-clinician conversations unobtrusively and generates structured, accurate clinical notes as a byproduct of care. Using **generative AI**, **natural language understanding**, and **speaker diarisation**, Align reduces cognitive load, improves work-life balance, and addresses clinician burnout. Integrated with major EHRs like **Epic**, it supports real-time workflows, embedded virtual assistant capabilities, and responsible AI principles.

### Impact and Adoption

The Fluency Suite has become a cornerstone of digital transformation in healthcare. In the UK, Solventum solutions are deployed across **30% of NHS Trusts**, with landmark projects such as the **East Suffolk and North Essex FT (ESNEFT)**—the first NHS tender for AVT and voice recognition—and **University Hospitals Bristol & Weston**, where Fluency Direct and Flex reduced outpatient letter turnaround times from weeks to days.

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**In summary,** Solventum’s journey reflects a commitment to innovation and clinician-centered design. From its roots in 3M to its current leadership in AI-driven documentation, the Fluency Suite continues to redefine how healthcare organizations capture, process, and utilize clinical information—creating time to care and improving outcomes globally.

## 2. Service Overview

**Service Name:**

Solventum™ Fluency Direct – EHR-Integrated Speech Recognition and Clinical Documentation Solution

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**Summary:**

Fluency Direct is a **front-end, real-time speech recognition solution** designed to enable clinicians to create, edit, and sign clinical documentation directly within Electronic Health Record (EHR) workflows. It combines **speech recognition and AI-powered Computer-Assisted Physician Documentation (CAPD)** into a single, streamlined workflow, improving efficiency, accuracy, and compliance. Clinicians can dictate conversationally, navigate EHR screens hands-free, and insert structured data using voice commands. Fluency Direct eliminates transcription delays, reduces administrative burden, and enhances clinician satisfaction by creating **time to care**.

Fluency Direct is part of the **Solventum Fluency Suite**, alongside Fluency Align (ambient listening) and Fluency Flex (digital dictation and transcription), delivering a unified documentation platform across care settings.



Solventum  
Health Information Systems

3M Health Care is now Solventum

## 3M™ M\*Modal Fluency Direct

- Create time to care with a closed-loop, EHR-integrated clinical documentation system with built-in CAPD functionality
- Combine documentation creation and CDI into one workflow with CAPD
- All-in-one speech and AI-powered solution enables clinicians to conversationally create complete clinical notes directly within EHR templates

### The Solventum advantage

Health Information Systems is committed to closing the loop between clinical care and revenue integrity.

Our advanced speech understanding solution is designed to optimise the EHR experience, drive higher quality documentation and enable clinicians to spend more time with their patients.

### Leading speech recognition creates time to care

Against the backdrop of an ever-increasing clinician burnout rate, decreasing reimbursement, rising costs and increasing demands on clinicians to provide more complete documentation, the pressure to deliver on the promised value of electronic health records (EHRs) is mounting.

EHRs sometimes struggle to capture the complexity and uniqueness of a patient encounter and represent a significant change in a clinician's natural workflow. While clinician want to save time and administrators want to save money, both are committed to improving patient care.

Front-end speech recognition with computer-assisted physician documentation (CAPD) technology can:

- Improve the usability and efficiency of the EHR through automation
- Enable higher quality clinical documentation by assuring completeness
- Create time to care by driving clinician satisfaction up and documentation time down
- Eliminate the cost and delay of transcription
- Help health care organisations realise the full benefit of its EHR investment

### EHR-integrated, speech driven, closed loop system

3M™ M\*Modal Fluency Direct is an all-in-one speech and artificial intelligence (AI)-powered solution that enables clinicians of any medical specialty to conversationally create, review, edit and sign clinical notes directly in their EHR. This solution leverages natural language understanding (NLU) technology for contextual understanding of the patient's narrative and helps to improve documentation accuracy from the first word.

By capturing spoken dictation and turning it into both structured and unstructured data, 3M Fluency Direct offers clinicians an accurate, reliable, portable and secure speech solution that simultaneously captures complete patient information in documentation and is interoperable with many systems. This speech recognition helps health care organisations and clinicians to meet their goals of improved efficiency, EHR adoption and higher quality clinical documentation. The more clinicians use 3M Fluency Direct, the more the technology learns, ultimately improving the accuracy and user experience.

## 3M™ M\*Modal Fluency Direct

### Widely adopted CAPD

3M Fluency Direct provides the platform to also deliver proactive, clinically-driven feedback at the time of report creation with its built-in CAPD functionality. This technology continuously analyses and monitors the clinical narrative in real time to identify and address incomplete and/or unspecified documentation to close gaps in patient care, drive clinical documentation improvement (CDI), best practices and more.

Context specific and in-workflow feedback is delivered to clinicians, nudging them for additional information or clarification and suggesting specific actions to improve the quality of patient care and clinical documentation.

### Smarter and unified workflows

Clinicians can use conversational speech to automate functions, including:

- Dictation of free-form clinical narrative, which is automatically converted to text and inserted into the relevant/selected parts of the EHR's documentation and database structure
- Hands-free control and navigation within the EHR with intuitive commands, e.g., "show my patient chart"
- Insertion of predefined macros, commands and/or templates with subsequent speech-driven form filling, resulting in time saved
- Editing of documentation through voice commands followed by finalisation and electronic signature

### Single speech profile across multiple devices and workflows

3M's single, enterprise speech platform enables users to utilise different speech options, all with the same cloud-hosted user profile which is shared across applications, workflows and devices. This means that a single, trained speech profile can be leveraged by several 3M solutions and third-party mobile applications. No additional training is required from clinicians and they benefit from a consistent experience when switching back and forth between devices and workflows.

### Scalable, easy to install, maintain and use

3M Fluency Direct runs on existing clinical workstations by connecting securely to cloud-based resources. A unique architecture allows the system to scale in virtualised environments. Speech can be processed in the cloud, with on-premise servers or on the workstation – whichever is most efficient, effective and reliable for an organisation.

Automated updates eliminate the timeconsuming task of upgrading many individual workstations. Whether launched as part of your single-sign-on solution or initiated via a single click on the desktop, 3M Fluency Direct is available and ready to use in seconds.

**Solventum enables better, smarter, safer healthcare to improve lives.**

#### Call today

For more information on how Solventum solutions can assist your organisation, call **0800 626578**, email **[sales.his.uk@solventum.com](mailto:sales.his.uk@solventum.com)** or visit online: **[www.solventum.com](http://www.solventum.com)**



### 3. Features & Benefits

#### Key Features:

- **Real-Time Speech Recognition:**  
Immediate conversion of spoken dictation into text within EHR templates, reducing documentation time.
  - **CAPD Integration:**  
Built-in nudges for documentation completeness and specificity, supporting coding and compliance.
  - **Voice Command Automation:**  
Hands-free navigation and workflow automation, e.g., “Show patient chart” or “Insert SOAP template.”
  - **Single Speech Profile:**  
Cloud-hosted profile shared across devices and workflows for consistent accuracy without retraining.
  - **Multi-Device Support:**  
Works on Windows desktops and integrates with Epic Haiku/Canto mobile apps for dictation on the move.
  - **Secure Cloud Architecture:**  
Hosted in the UK region, ensuring NHS DSPT, GDPR, and DTAC compliance.
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#### Benefits:

- **Reduce Documentation Time:**  
Up to **2–2.4x faster** than typing; eliminates transcription delays.
- **Improve Clinician Well-being:**  
Reduces cognitive load and after-hours “pyjama time” documentation.
- **Enhance Accuracy:**  
Advanced speech understanding and NLU ensure high fidelity and compliance with UK standards.
- **Support Coding & Revenue Integrity:**  
Integrated CAPD nudges and ICD-10/CPT detection improve documentation quality.

## 4. Technical Architecture & Disaster Recovery

- **Cloud-first, resilient architecture with UK data residency.**
  - **End-to-end encryption and strict compliance with NHS and GDPR standards.**
  - **Robust DR and BC plans ensuring minimal downtime and near-zero data loss.**
  - **Continuous monitoring, proactive support, and adoption services for operational continuity.**
  - **Scalable and future-proof to accommodate NHS digital transformation goals.**
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### 1. Hosting & Infrastructure

**Cloud-Based SaaS Model:** Fluency Direct operates from the Solventum Cloud in London, UK, fully compliant with UK GDPR, NHS data protection standards, and DTAC requirements.

**Multi-Tenant Architecture:** Designed for scalability and resilience, ensuring high availability and performance across multiple NHS Trusts.

**Data Residency:** All data is stored within UK borders, with strict access controls and encryption.

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### 2. Disaster Recovery (DR)

**Fully Managed Service:** Solventum provides a fully hosted, fully managed, and fully resilient service off-premises, supporting NHS cloud-first strategy.

**Redundancy & Failover:**

Solventum cloud infrastructure includes geographically redundant availability zones.

Automatic failover mechanisms ensure continuity in case of hardware or network failure.

**Recovery Objectives:**

**RTO (Recovery Time Objective):** Minimal downtime; services designed to resume within hours.

**RPO (Recovery Point Objective):** Near-zero data loss due to continuous replication and backup processes.

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### 3. Backup Strategy

**Encryption:**

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All data in transit uses TLS 1.2 or higher.

Data at rest is encrypted using AES 256-bit encryption.

Retention:

Audio, transcripts, and generated notes retained for up to 36 months, or as agreed with the client.

Automatic purging after retention period via scheduled tasks.

Secure Storage: Hosted with SOC 2 Plus, ISO 27001, and HITRUST-aligned security frameworks.

Penetration Testing:

Annual penetration tests conducted; validated reports available under NDA.+1

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### 4. Business Continuity (BC)

High Availability:

Fluency Direct is engineered for 24/7/365 operation, with proactive monitoring and alerting.

Offline Functionality:

If Solventum Data Centers are unavailable, Fluency Direct can continue to operate locally on workstations.

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### Support Model:

#### UK Technical Support Overview

- **Availability:**
    - **24/7/365 toll-free support line** for critical issues.
    - Client-only support portal for ticket logging, updates, and downloads.
  - **Support Channels:**
    - Telephone, email, and in-app “Report an Issue” functionality.
  - **Dedicated Roles:**
    - **Solution Advisor** assigned for the life of the contract to act as liaison and escalation point.
    - Adoption Services team monitors usage and provides optimization recommendations
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## Severity Levels & Response Times

Solventum categorizes incidents into severity levels to prioritize resolution:

| Severity Level                      | Description                                                                                    | Initial Response Time    | Resolution Target        | Support Hours |
|-------------------------------------|------------------------------------------------------------------------------------------------|--------------------------|--------------------------|---------------|
| <b>Severity 1 – Critical Impact</b> | System down, business outage, immediate work stoppage threatening production.                  | <b>30 minutes</b>        | <b>4 hours</b>           | 24/7          |
| <b>Severity 2 – High Impact</b>     | Production proceeding but significantly impaired; time-sensitive issue impacting productivity. | <b>1 hour</b>            | <b>Next business day</b> | 24/7          |
| <b>Severity 3 – Medium Impact</b>   | Non-critical issue; workaround available; minimal impact on productivity.                      | <b>4 hours</b>           | <b>3 business days</b>   | Mon–Fri       |
| <b>Severity 4 – Low Impact</b>      | Cosmetic issues or general inquiries; no impact on operations.                                 | <b>Next business day</b> | <b>5 business days</b>   | Mon–Fri       |

**Escalation:** Critical and high-impact issues are handled after hours; lower severity issues are managed during standard business hours.

## Additional Features

- **Proactive Monitoring:** System performance and adoption metrics tracked monthly and quarterly.
- **Training & Adoption Support:** Includes “Train the Trainer” model and at-the-elbow support during go-live.
- **Security Alerts:** Compliance with NHS Cyber Alert response within 14 days.

## Local Hardware requirements

### Minimum Workstation Specifications for Fluency Direct

- **Operating System:**
  - Microsoft Windows 10 or Windows 11
  - 64-bit architecture
- **Processor (CPU):**
  - Intel Core i5 or higher (Quad-Core recommended)
  - Equivalent AMD processors supported
- **Memory (RAM):**
  - Minimum: 8 GB
  - Recommended: 16 GB for optimal performance

- **Storage:**
  - At least 10 GB free disk space for installation and temporary files
  - SSD strongly recommended for speed and reliability
- **Network:**
  - 1 Gbps LAN connection to support real-time speech recognition and cloud connectivity
  - Reliable internet access for cloud-hosted speech processing
- **Audio Hardware:**
  - High-quality USB headset or microphone (e.g., Philips SpeechMike or Nuance PowerMic)
  - Optional: Mobile Microphone App for iOS/Android devices
- **Graphics:**
  - Standard integrated graphics sufficient (no special GPU requirements)
- **Browser Support:**
  - Microsoft Edge (latest version) preferred
  - Chrome supported if required for certain workflows
- **Additional Requirements:**
  - .NET Framework (latest version)
  - Citrix or VMware compatibility for virtualized environments
  - Single Sign-On (SSO) support for enterprise deployments

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#### Performance Notes

- Fluency Direct is designed to run on **existing clinical workstations** and scales well in virtualized environments.
- Speech processing can occur **in the cloud**, on-premise servers, or locally on the workstation depending on configuration.

## 5. Adoption and Monitoring Strategy

Solventum's adoption and monitoring strategy is designed to ensure rapid uptake, sustained engagement, and measurable success across all phases of deployment. Our approach combines structured onboarding, continuous performance tracking, and proactive optimization to deliver maximum value for NHS organizations.

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### 1. Structured Onboarding and Training

We begin with a Train-the-Trainer model, supported by Solventum's dedicated Adoption Services team. This model empowers local champions and clinical trainers to cascade knowledge effectively across specialties. Training includes:

- Interactive eLearning modules for self-paced learning.
- At-the-elbow support during go-live to build confidence and address real-time queries.
- Role-specific workflows tailored for clinicians, secretarial teams, and administrative staff.

Our methodology aligns with PRINCE2 Agile principles, ensuring flexibility while maintaining governance. Early adopter groups are prioritized to accelerate benefits realization and create internal advocates for change

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### 2. Continuous Monitoring and Reporting

Post-deployment, Solventum provides monthly and quarterly adoption reports detailing:

- User activity metrics: trained vs. active users, dictation volumes, and ambient capture rates.
- Performance indicators: speech recognition accuracy, turnaround times, and system uptime.
- Behavioral insights: usage patterns, command adoption, and workflow efficiency.

These reports are reviewed collaboratively with the Trust to identify trends, highlight successes, and address any barriers to adoption.

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### 3. Proactive Optimization

Our Adoption Specialists use advanced analytics to recommend targeted interventions, such as:

- Refresher training for low-usage groups.
- Workflow refinements to improve efficiency.
- Command customization to align with local clinical needs.

We also leverage CAPD (Computer-Assisted Physician Documentation) nudging technology to encourage best practices in real time, improving documentation quality and compliance without disrupting clinician workflows.

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#### 4. Governance and Engagement

Adoption is supported by a joint governance structure, including:

- Regular project board meetings for strategic oversight.
  - Focus groups and feedback sessions to capture user experience.
  - Iterative product updates informed by clinician input, ensuring the solution evolves with organizational needs.
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#### 5. Long-Term Success

Beyond initial rollout, Solventum commits to year-one intensive adoption support, followed by ongoing engagement throughout the contract term. Our goal is to embed speech and ambient technologies into everyday clinical practice, reducing administrative burden, improving patient communication, and driving measurable ROI for the Trust.

By combining robust training, transparent reporting, and proactive optimization, Solventum ensures that adoption is not just achieved—it is sustained and continuously improved.

## 6. Compliance & Governance

Solventum's compliance and governance framework is designed to meet the highest standards of data security, clinical safety, and regulatory adherence, ensuring that NHS organizations can deploy our solutions with confidence. Our approach combines internationally recognized certifications, NHS-specific compliance requirements, and robust internal governance structures to safeguard patient data and maintain operational integrity.

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### 1. Regulatory Compliance

Solventum adheres to all relevant UK and international regulations governing healthcare technology, including:

- **UK GDPR and Data Protection Act 2018:** All data processing activities comply with UK data protection laws, ensuring lawful, fair, and transparent handling of personal and clinical information.
  - **NHS Digital Standards:** Our solutions meet the **Digital Technology Assessment Criteria (DTAC)** and **DCB0129 Clinical Safety Standard**, with a designated Clinical Safety Officer responsible for risk assessments and hazard logs throughout the product lifecycle.
  - **Medical Device Compliance:** Where applicable, our solutions are registered as Class I medical devices with the MHRA, ensuring conformity with UK medical device regulations.
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### 2. Security Framework

Solventum employs a multi-layered security approach aligned with industry best practices:

- **ISO 27001 Certification:** Our information security management system is certified to ISO 27001, demonstrating rigorous controls for confidentiality, integrity, and availability of data.
  - **Cyber Essentials Plus certification.** Reviewed annually.
  - **SOC 2 Plus Alignment:** Our cloud services undergo independent audits against SOC 2 criteria, incorporating HITRUST CSF for healthcare-specific security requirements.
  - **Encryption Standards:** All data in transit is encrypted using TLS 1.2 or higher, and data at rest is secured with AES-256 encryption. This applies to audio files, transcripts, and generated notes stored within our UK-based infrastructure.
  - **Penetration Testing and Vulnerability Management:** Annual penetration tests are conducted by CREST-approved providers, with validated reports available under NDA. Dynamic and static application security testing (DAST/SAST) are integral to our development lifecycle.
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### 3. Governance and Risk Management



Our governance model ensures accountability and transparency:

- **Board-Level Oversight:** ESG and compliance strategies are reviewed regularly by Solventum’s board of directors.
  - **Internal Governance Structures:** Dedicated teams oversee clinical safety, cybersecurity, and regulatory compliance, supported by documented policies and procedures mapped to HIPAA, NIST 800-53, and NHS standards.
  - **Audit Trails and Reporting:** Comprehensive logging of user activity, system access, and data transactions supports governance, forensic analysis, and compliance audits.
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#### 4. Business Continuity and Resilience

Solventum provides a **fully hosted, fully managed service** aligned with NHS cloud-first strategy. Our UK data centers offer high availability and disaster recovery capabilities, including geographically redundant architecture and automated failover. Certificates of data destruction are issued upon contract termination, ensuring compliance with NHS data governance requirements.

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#### Summary

Solventum’s compliance and governance framework delivers robust security, regulatory adherence, and operational resilience. By combining internationally recognized certifications, NHS-specific standards, and proactive risk management, we ensure that our solutions meet the highest benchmarks for safety, security, and trust—empowering NHS organizations to adopt advanced clinical documentation technologies with confidence.

## 7. Service Options & Pricing

See pricing sheet (available within the G-Cloud portal) for details on user licence pricing.

- Description of optional software items below:

**CDI Engage** is Solventum's real-time Clinical Documentation Improvement (CDI) solution designed to enhance the accuracy, completeness, and specificity of clinician notes at the point of care. Using advanced **AI-based Natural Language Understanding (NLU)**, CDI Engage continuously analyses documentation created via templates, typing, or front-end speech recognition and provides **non-intrusive, in-workflow nudges**. These prompts help clinicians add specificity, avoid ambiguity, and correct discrepancies immediately, ensuring higher-quality documentation from the outset

**Follow-Up Finder** is a clinical AI solution that applies advanced Natural Language Understanding (NLU) to radiology reports in order to automatically detect findings that may require clinical review or follow-up. It ingests narrative text from HL7 ORU radiology messages, processes it via Solventum's Catalyst platform, and identifies relevant clinical indicators using predefined detection logic. The system returns these indicators as structured HL7 messages that downstream systems, such as Cerner Millennium, use to populate dynamic patient lists. This allows clinical teams to work from an automatically curated worklist rather than relying on manual report trawling.

The VTE (Venous Thromboembolism) use case expands this capability by applying specialised NLU models tuned to thrombosis-related findings such as deep vein thrombosis, pulmonary embolism, or thrombi in unusual sites. The system analyses each radiology report in near real-time, extracts relevant thrombotic indicators, and feeds them into the EHR as a dedicated VTE review list. Rather than generating alerts, Follow-Up Finder supplies an accurate, continuously updated patient list for specialist nurses to review, ensuring that potential VTE cases are surfaced quickly and consistently. This replaces the need for staff to manually review hundreds of daily scans and supports safer, earlier identification of new VTE diagnoses

Technically, Follow-Up Finder operates through a cloud-based NLU pipeline and a single integration point using hosted interface components. Radiology reports are securely transmitted to Solventum's Catalyst environment, where the NLU engine filters content, extracts only clinically relevant sections, and applies detection rules that are refined through customer-specific validation using sample documents. The system then outputs HL7 ORU messages containing structured findings, which are routed through the customer's integrator (e.g., MIRTH) into the EHR. This architecture allows the solution to run continuously, maintain up-to-date NLU models without customer downtime, and integrate directly into existing clinical workflows without modifying local reporting systems.

**Fluency Direct AI Assisted Notes** - Fluency Direct now incorporates highly flexible generative AI prompt capabilities, allowing clinicians and organisations to define tailored prompts that shape how the system interprets and produces documentation. These prompts form a core part of the FD workflow, enabling users to generate structured, consistent, and context-aware clinical content that aligns with their specific style and organisational standards. This flexibility ensures the technology adapts to real-world clinical variation rather than forcing clinicians to change the way they work.

Custom commands within Fluency Direct have also been expanded to leverage generative AI, allowing spoken or triggered actions to produce advanced outputs such as summaries, structured notes, or formatted letters. The system can automatically summarise raw documents, generate patient or GP letters, create referrals, and perform high-quality spell- and grammar-checking. It also supports the creation of structured formats such as SOAP notes, enabling clinicians to move from free-flowing dictation to publishable clinical content seamlessly.

Standard Fluency Direct commands can be layered with AI prompts, allowing users to combine traditional voice commands with AI-driven transformations or automations. This layered approach enables more powerful workflows—for example, dictating a note, invoking an AI-based refinement, and then triggering an automation to file or share the content. These combined workflows help clinicians complete documentation faster while maintaining high levels of accuracy and consistency.

All AI prompts and custom commands are fully publishable, restrictable, and shareable across an organisation. This means clinical teams can standardise best-practice templates, distribute safety-checked prompts, or enable specific commands for certain roles or specialties. Because commands and prompts can be shared with colleagues, teams can collaborate on improving documentation quality, promoting consistency, and reducing duplication of effort.

## 8. Implementation & Support

### Implementation and Support Strategy

Solventum's implementation and support strategy is designed to deliver a seamless, secure, and efficient deployment of the Fluency Suite across NHS environments, while ensuring clinicians and administrative teams achieve rapid adoption and sustained success. Our approach combines structured project management, robust governance, and comprehensive support services to minimize disruption and maximize value.

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#### 1. Structured Implementation Approach

Solventum employs a proven methodology based on **PRINCE2 Agile principles**, tailored for healthcare settings. This framework ensures flexibility while maintaining rigorous governance and quality assurance. Key phases include:

- **Mobilization and Planning:** Establishing a joint Project Board with Trust stakeholders and Solventum representatives. A detailed project plan is developed, including milestones, timelines, and risk management strategies.
- **Workflow Discovery:** Collaborative sessions to analyze current documentation processes, identify integration points, and define specialty-specific workflows.
- **System Configuration and Integration:** Deployment of Fluency Direct, Fluency Align, and Fluency Flex as cloud-based SaaS solutions hosted in the UK environment. Integration with EHR systems (Epic, Oracle Cerner, System C, Meditech) is achieved via HL7, FHIR, and proprietary APIs, ensuring interoperability and compliance with NHS standards.
- **Testing and Validation:** Comprehensive system acceptance testing, including security validation and performance benchmarking, prior to go-live.
- **Go-Live and Stabilization:** Phased rollout starting with early adopters, supported by at-the-elbow assistance and real-time issue resolution.

This structured approach ensures continuity of care and maintains access to existing systems during migration, with the ability to import medical dictionaries and templates where required.

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#### 2. Comprehensive Support Model

Solventum provides a **fully managed, fully hosted service**, aligned with NHS cloud-first strategy. Our support model includes:

- **24/7/365 Technical Support:** A toll-free support line and client portal for ticket logging, updates, and downloads.
- **Severity-Based Response Times:**

- **Critical Impact (Severity 1):** Response within 30 minutes; resolution within 4 hours.
  - **High Impact (Severity 2):** Response within 1 hour; resolution by next business day.
  - **Medium Impact (Severity 3):** Response within 4 hours; resolution within 3 business days.
  - **Low Impact (Severity 4):** Response next business day; resolution within 5 business days.
  - **Proactive Monitoring:** Continuous system health checks, adoption analytics, and performance reporting.
  - **Security and Compliance:** End-to-end encryption (TLS 1.2+, AES-256), ISO 27001 certification, SOC 2 Plus alignment, and adherence to NHS Digital DCB0129 standards. [\[San Mateo...tions.docx | Word\]](#)
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### 3. Adoption and Optimization

Post-implementation, Solventum delivers **year-one intensive adoption support**, including monthly usage reports, quarterly optimization reviews, and targeted interventions such as refresher training and workflow refinements. Our dedicated Adoption Specialists work closely with Trust teams to ensure sustained engagement and continuous improvement

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### Summary

By combining structured implementation, robust governance, and comprehensive support, Solventum ensures a smooth transition to advanced speech and ambient documentation technologies. Our strategy minimizes risk, accelerates adoption, and delivers measurable improvements in clinician efficiency, documentation quality, and patient communication.

## 9. Social Value & Sustainability

Solventum is committed to creating a positive impact on society and the environment while delivering innovative healthcare solutions. Our corporate social value (CSV) and sustainability strategy is embedded in our mission to enable better, smarter, safer healthcare to improve lives. We align our approach with NHS priorities, the UK Government's Social Value Model, and global ESG standards to ensure measurable benefits for patients, clinicians, and communities.

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### 1. Commitment to Net Zero and Environmental Stewardship

Solventum has pledged to achieve **net-zero greenhouse gas emissions by 2050**, with science-based interim targets for 2030. We are transitioning all global operations to **100% renewable electricity by 2030**, and as of 2024, we have already sourced **47.4% of our electricity from renewable sources**. Our manufacturing sites are moving toward zero landfill status, with **56.5% of sites already achieving this goal**. These actions reduce our carbon footprint and align with NHS sustainability objectives under the Greener NHS program.

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### 2. Social Impact and Community Engagement

Solventum prioritizes people and communities through initiatives that foster inclusion, well-being, and resilience. In 2024, we:

- **Donated over \$1.2 million** to charitable organizations globally.
- Launched the **Solventum Cares Assistance Fund**, providing grants to employees affected by natural disasters or personal hardship.
- Introduced an **employee matching gifts program** to amplify charitable contributions.
- Established an **Inclusion and Belonging Council** to promote diversity and equity across our workforce.

These programs demonstrate our commitment to improving lives beyond healthcare delivery, supporting both local and global communities.

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### 3. Ethical Governance and Transparency

Our sustainability strategy is governed by robust internal structures, including a dedicated ESG leadership team and board-level oversight. We adhere to internationally recognized frameworks such as **ISO 14001**, **ISO 27001**, and NHS Digital's **DCB0129 Clinical Safety Standard**, ensuring compliance and accountability. Annual sustainability reports provide transparent disclosure of progress against our goals, including environmental metrics verified by independent third-party auditors.

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#### 4. Responsible Procurement and Product Stewardship

Solventum integrates sustainability into product design and supply chain management. We prioritize:

- **Reduced packaging waste** and increased recyclability.
- Sustainable sourcing practices aligned with NHS procurement standards.
- Continuous innovation to minimize environmental impact while maintaining clinical excellence.

Our solutions, including the Fluency Suite, are delivered via **cloud-based SaaS architecture**, reducing reliance on on-premise hardware and lowering energy consumption across NHS estates.

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#### 5. Alignment with NHS Social Value Priorities

Solventum's approach supports key NHS objectives:

- **Tackling climate change** through carbon reduction and renewable energy adoption.
  - **Improving health and well-being** by reducing clinician burnout with digital tools and supporting community health initiatives.
  - **Promoting equal opportunity** through inclusive hiring and workforce development programs.
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#### Summary

Solventum's corporate social value and sustainability offering reflects a holistic commitment to environmental responsibility, social equity, and ethical governance. By embedding these principles into our operations and solutions, we deliver measurable benefits for the NHS, its workforce, and the communities it serves—creating a healthier, more sustainable future for all.

## 10. Case Study

### **University Hospitals Bristol & Weston (UHBW):**

University Hospitals Bristol & Weston NHS Trust operates over 10 different sites in the Bristol/Weston area of the UK, serving a core population of more than 500,000 people. The Trust has successfully introduced a new transactional digital pathway into 148 different clinical teams in just 9 months, using 3M™ M\*Modal Fluency Direct and Fluency Flex. Clinicians can now dictate, review and update patient records directly into their Electronic Health Record in real-time. This information is instantaneously available to other staff members at any desktop PC, improving communication across the Trust, and leading to a significant decrease in time taken for patients to receive letters about their care.

Like many hospital trusts in the UK, UHBW had relied for years on a combination of handwritten and dictated data for capturing notes and updating patient records. Whilst quick at the point of care, this process resulted in time delays for transcription and further delays for clinicians to correct, approve and sign letters. Physical case notes often went missing and clinical outcome forms were frequently misplaced, resulting in patients' treatment being delayed or even cancelled. In addition to the risk to patients, other concerns were raised around missing performance targets and standards set by the Patient Records Standards Body (PRSB), including the 7 day target for patients and GPs to receive letters about patient treatment. UHBW had previously deployed a digital dictation software solution but this platform was in the process of being withdrawn from the Trust. This created a significant challenge in October 2022 for the UHBW digital services programme team – to identify a new replacement digital transcription solution and roll it out to nearly 150 clinical teams within 9 months. 3M (now Solventum) was recognised by the Trust as being 'best in class' in digital transcription solutions, and the 3M team were quickly brought on board to help the UHBW team with their ambitious goal.

Indeed, the benefits of the new digital transactional pathway are both clear and numerous. • Clinical notes are available instantaneously and simultaneously across the Trust. • Communication has improved enormously with quick and easy access to clinical notes for doctors, pharmacy staff and nurses. • Digital clinical notes provide a consistent structure for data capture and letters, meeting PRSB standards and providing a resource for data analysis. But probably the most significant impact of the Fluency Direct and Fluency Flex deployment is in the clinical letters which are distributed to patients and GPs across the Bristol area. The letters are clear to understand and tailored to each stakeholder, with the relevant message at the top. Previously letters regarding patient appointments could take weeks to reach the patient, with many letters missing the 7-day target. Now 91% of letters are received within 7 days and this figure is set to improve further, with most patients and GPs receiving letters within 3 days. In fact the Trust has raised its own compliance targets to 90%, exceeding the national target of 85%. Sharon comments: "Now GPs are asking us to slow down a bit, our turnaround times are so good! Letters are sent in real-time, often the same day. Beforehand we rarely met our target, now we're at 91%."

Link: [https://www.solventum.com/content/dam/public/language-masters/en\\_gb/hisb/document/2024/uhbw-nhs-foundation-trust-fluency-case-study-his-cps-en.pdf](https://www.solventum.com/content/dam/public/language-masters/en_gb/hisb/document/2024/uhbw-nhs-foundation-trust-fluency-case-study-his-cps-en.pdf)



## 11. Exit Strategy

Solventum's exit strategy is designed to ensure a smooth, secure, and cost-effective transition for NHS organizations at the end of a contract term or in the event of early termination. Our approach prioritizes **data integrity, continuity of care, and minimal disruption to clinical workflows**, while complying with all relevant UK data protection and NHS governance standards.

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### 1. Principles of Exit Management

Our exit process is governed by the following principles:

- **Patient Safety First:** All steps are taken to maintain access to clinical documentation during transition.
  - **Data Security and Compliance:** Adherence to GDPR, NHS Data Security and Protection Toolkit, and DCB0129 Clinical Safety standards throughout the exit process.
  - **Transparency and Collaboration:** A jointly agreed exit plan with clear timelines, roles, and responsibilities.
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### 2. Data Extraction and Handover

Solventum ensures that all customer data—including dictated audio files, transcribed documents, templates, and user profiles—can be exported in **open, interoperable formats** such as HL7 CDA, FHIR, PDF, or Word. This guarantees compatibility with successor systems and prevents vendor lock-in.

- **Data Retention:** By default, data is retained for up to 36 months post-creation, but retention policies can be customized per contract.
  - **Secure Transfer:** All data transfers are encrypted using **AES-256** and TLS 1.2+ protocols. Transfers can be executed via secure FTP or other NHS-approved mechanisms.
  - **Audit Trails:** Comprehensive logs of all exported data are provided for governance and compliance purposes.
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### 3. Decommissioning of Services

Upon completion of data handover:

- **Cloud Environment Shutdown:** Solventum will decommission all hosted environments within the UK data center, ensuring complete removal of customer data from our systems.
- **Certificate of Data Destruction:** A formal certificate is issued confirming secure deletion in line with NHS and ISO 27001 standards.

- **Third-Party Integrations:** Any HL7/FHIR interfaces or API connections to EHR systems (Epic, Oracle Cerner, System C, Meditech) will be cleanly disconnected to avoid residual dependencies
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#### 4. Knowledge Transfer and Support

Solventum provides:

- **Exit Workshops:** Joint sessions with Trust IT and clinical teams to review workflows, confirm data migration, and address technical queries.
  - **Documentation Pack:** Includes system configuration details, template libraries, and integration specifications to assist successor vendors.
  - **Optional Extended Support:** Available for a defined period post-contract to ensure continuity during transition.
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#### 5. Cost and Governance

Exit costs are transparent and agreed upfront in the contract. Solventum commits to:

- No hidden charges for standard data extraction.
  - Clear SLAs for exit activities, typically completed within **30–90 days**, depending on data volume and complexity.
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#### Summary

Solventum's exit strategy provides NHS organizations with a **structured, secure, and fully compliant process** for transitioning away from our solutions. By combining robust data management, transparent governance, and collaborative planning, we ensure continuity of care and protect the integrity of patient information throughout the exit lifecycle.

## 12. Contact Us

Please contact: [sales.his.uk@solventum.com](mailto:sales.his.uk@solventum.com) for more details and a conversation about how Fluency can meet your needs, or fill in this form: <https://www.solventum.com/en-gb/home/our-company/contact-us/>