

Fluency for Transcription (Flex) 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 on **AWS UK data centers**, ensures scalability, security, and compliance with GDPR and NHS Digital standards.

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.

In summary, Solventum’s journey reflects a commitment to innovation and clinician-centred 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

1. Service Overview

Service Name:

Solventum™ Fluency Flex – Digital Dictation and Transcription Workflow Solution

Summary:

Fluency Flex is a cloud-based, speech-driven documentation solution designed to support clinicians' natural workflows by enabling flexible document creation. It offers **front-end real-time speech recognition** and **back-end transcription workflows** within a single platform. Clinicians can dictate via desktop, mobile, or telephone, self-edit documents for immediate sign-off, or route them to transcriptionists for review. Integrated with EHR systems, Fluency Flex improves efficiency, reduces transcription costs, and accelerates turnaround times for clinical letters and reports.

Fluency Flex is part of the **Solventum Fluency Suite**, alongside Fluency Direct (real-time EHR-integrated speech recognition) and Fluency Align (ambient listening), delivering a unified documentation ecosystem across care settings.



Solventum
Health Information Systems

3M Health Care is now Solventum

3M™ M*Modal Fluency Flex

- Supports clinicians' natural and individual workflows
- Enables speech-driven document creation even in the absence of clinician documentation functionality in the Electronic Health Record (EHR)
- Creates time to care by improving clinician efficiency and adoption with dictation flexibility

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.

Real time, front-end speech recognition improves accuracy and clinician satisfaction

3M™ M*Modal Fluency Flex is part of 3M M*Modal's integrated transcription solutions that deliver greater ease and efficiency to clinician workflows. To support the natural and individual workflows of clinicians, 3M Fluency Flex provides additional capabilities for document creation.

As a document creating module within 3M™ M*Modal Fluency for Transcription, 3M Fluency Flex allows clinicians to use real time, front-end speech recognition to either self-edit documents or send them to transcription for review and editing. With self-editing, clinicians have immediate access to the final report, which they can sign electronically and upload to the facility's EHR. This real time access to patient information facilitates quick clinician communication and collaboration to improve quality of care.

For documents that come back from transcription review, a clinician can electronically sign and upload them to the appropriate clinical information system. This editing flexibility gives clinicians the control to select the most natural workflows and provides a valuable stepping stone from an all-transcription to a full, front-end speech recognition workflow.

A distinct advantage of using 3M Fluency Flex is that it uses the same cloud-based, advanced Solventum speech understanding technology powering our back-end speech recognition and transcription processes. This technology easily and instantly leverages existing clinician speech profiles to deliver out-of-the-box accuracy. There is no need to train the system because it already knows and recognises the user's voice profile.

3M Fluency Flex gives clinicians a choice to dictate via phone, hand-held or mobile device if they are not near a workstation. The transcribed reports are returned to their 3M Fluency Flex inbox for electronic signature and distribution.

3M™ M*Modal Fluency Flex

Benefits

3M Fluency Flex supports both front-end and back-end speech recognition workflows and has document management capabilities such as print and fax distribution. 3M Fluency Flex:

- Reduces transcription costs without compromising productivity or the full capture of the patient encounter
- Boosts productivity with tools such as insertion of canned text, voice command and document distribution options
- Significantly improves out-of-the-box front-end speech recognition accuracy and ongoing learning with one technology and one voice profile, regardless of the editing choice
- Promotes communication and collaboration with comprehensive document distribution options
- Offers health care organisations an easy migration path to speech recognition and its associated cost benefits as well as the ability to manage transcription workload better

3. Features & Benefits

2. Features & Benefits

Key Features:

- **Front-End Speech Recognition:**
Real-time dictation with immediate text display for clinician self-editing.
- **Back-End Transcription Workflow:**
Secure routing of dictations to transcriptionists for proofreading and QA.
- **Multi-Device Dictation:**
Supports desktop, mobile app, and telephone dictation for flexibility.
- **Cloud-Based Architecture:**
Hosted in UK AWS region for scalability and compliance.
- **Integrated Document Distribution:**
Print, fax, and electronic delivery options for clinical correspondence.

Benefits:

- **Reduce Turnaround Times:**
Accelerates letter delivery from weeks to days, meeting PRSB standards.
- **Improve Workflow Flexibility:**
Clinicians choose between self-edit or transcription review.
- **Enhance Accuracy:**
Advanced speech understanding ensures high-quality drafts.
- **Lower Costs:**
Reduces reliance on manual transcription without compromising quality.
- **Enable Mobility:**
Dictate on the move using mobile or telephone options.

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.**
-

1. Hosting & Infrastructure

Cloud-Based SaaS Model: Fluency for Transcription operates from the AWS-hosted 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.

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:

AWS 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.

3. Backup Strategy

Encryption:

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 on AWS with SOC 2 Plus, ISO 27001, and HITRUST-aligned security frameworks.

Penetration Testing:

Annual penetration tests conducted; validated reports available under NDA.

4. Business Continuity (BC)

High Availability:

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

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

Severity Levels & Response Times

Solventum categorizes incidents into severity levels to prioritize resolution:

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

- **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

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.

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

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.

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.
-

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.

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.

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 AWS 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 AWS 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.

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.

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.

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 AWS 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.

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

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.

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.

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.

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.

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.

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

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.

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 AWS 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
-

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 **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 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/>