

| CIO 100

Symposium & Awards

AI-based Ambient Listening for Patient Care

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Welcoming Ambient Listening to Enloe



Ambient Listening Technology uses AI to generate documentation of clinical encounters from their audio recordings. To implement this advanced tool, we prioritized selecting a vendor that aligned with our needs. A prior KLAS survey demonstrated that providers wanted more involvement in tech rollouts, so we made their engagement central to our selection process.

The Business Need



Clinical documentation requirements exact a high administrative burden on physicians



Physician burnout and reduced patient interaction



After-hours documentation ("pajama time") impacting work-life balance



Need to improve documentation efficiency and patient care

Project Overview



Launched in early 2024



Real-time transcription and structured notes integrated with Epic EHR



Two Ambient Listening Tech solutions were piloted by 25 physicians, each for 6 weeks



Selected Abridge as technology partner

Current Functionality



Seamless AI-driven documentation in real-time



Supports multiple specialties with standardized templates



Reduces cognitive load and after-hours work



Improved patient interaction and data accuracy

Key Metrics & Impact

13,000+ notes
generated

Burnout reports dropped from 14 to 3

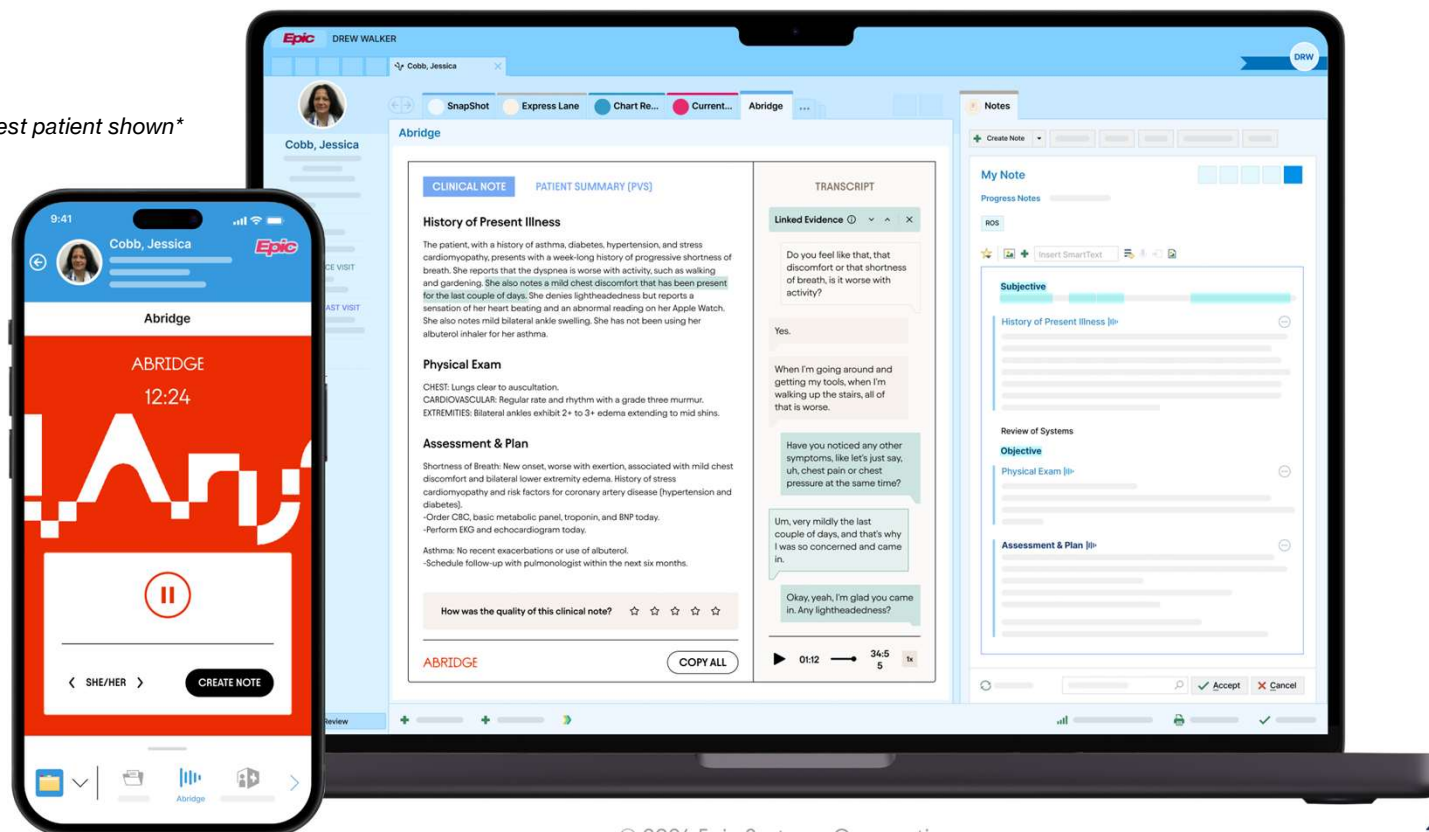
After-hours
documentation
reduced from 49%
to 25%

94% physician satisfaction rate

Increased
community access
to care (~ 30k
more visits) &
increased revenue

A Closer Look

test patient shown



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Project Takeaways



Tailored Solutions Matter

Specialty-specific workgroups were critical. The collaboration ensured wide adoption across clinical teams to create specialty unique but standardized templates.



Hands-on Support is Essential

Individual coaching during rollout ensured providers felt confident and supported during the transition. Additionally, some requested corporate devices, which required extra coordination and support.

Team Acknowledgments

- Provider Support Team
- Project Management
- Epic Ambulatory
- IT Technical Teams
- Med Staff
- Ambulatory Operations
- Executive Leadership
- IT Leadership
- Enloe Pilot Providers
- Abridge Implementation Team

