

# From Paperwork to Patient Care: How This Chicago Healthcare Giant Reduced Physician Burnout Using AI

## Case Study In Brief

A Chicago-based leading health system faced challenges with inefficient clinical workflows in its vast network of 300+ bed capacity due to fragmented data and manual administrative tasks related to patient visits.

Innovaccer built an efficient system around patient visits, enabling automated extraction and documentation of patient data in a streamlined manner. The platform also refines processes with performance optimization based on data analysis.

With the help of Innovaccer's platform, physicians reported a 61% reduction in cognitive load and a 60% reduction in the amount of time spent preparing for a visit.

The health system focused on measurable outcomes, observing a streamlined system well integrated into their existing workflows with full support of their leadership and staff in terms of training and change management.

### Workflow Inefficiencies Leading To Clinician Burnout

With a vast network of 300+ bed capacity and 650+ affiliated physicians, balancing workflows and workforce for this Chicago-based healthcare organization comes with its own complexities. The lack of structure for patient data collection and management resulted in increased difficulties for the hospital staff, aggravating clinical workflow inefficiencies and clinician burnout.

Clinicians had to manually prepare for patient visits, consuming valuable time that could have been spent attending to other patients in need.

Patient data collected from multiple sources were highly fragmented, making it difficult to integrate for proper analysis and observation.

Clinical intake processes were resource-intensive, requiring duplicate data entry across multiple forms, significantly increasing patient wait times due to these inefficiencies.

Documentation requirements shifted staff focus from patient care to administrative tasks, forcing physicians to spend their lunch breaks and after-shift hours completing paperwork.

Inconsistent preparation methods across departments led to variable patient experiences, and communication gaps between shifts resulted in duplicated work.

Additionally, the lack of defined processes made training new staff unnecessarily time-consuming.

# Innovaccer's Solutions Implemented

## AI-Powered Clinical Documentation

The healthcare network implemented an AI system that automatically summarizes patient histories, identifies and prioritizes risk factors, and seamlessly integrates data from multiple sources. This AI-powered clinical documentation solution enhanced the comprehensiveness and accuracy of patient records across the organization.

## Automated Clinical Intake System

The network streamlined their intake process by implementing digital form automation and establishing a pre-visit data collection system. They enhanced this with AI-assisted documentation capabilities, allowing physicians to process patient information more efficiently before appointments.

## Automated Clinical Intake System

To maintain their focus on operational excellence, the organization deployed standardized care guidelines throughout their facilities, implemented comprehensive analytics dashboards, and established value-based care benchmark tracking systems to monitor and improve healthcare delivery across all departments.

### See How We Make This Possible

**89%**

clinicians could focus more on their patients

**56%**

reduction in clinician burnout

**85%**

patients guaranteed satisfaction

### Key success factors of the implementation included:

Strong leadership commitment drove the successful implementation of AI documentation and automated intake systems across the network. 89% of the clinicians could focus more on their patients.

Strategic workflow integration ensured the new AI tools and automation enhanced rather than disrupted existing clinical processes. 56% reduction in clinician burnout.

Targeted training programs enabled staff to effectively adopt the new documentation systems and optimization tools.

Data-driven monitoring through analytics dashboards demonstrated measurable improvements in clinical efficiency and care quality. 85% of the patients guaranteed satisfaction.

### The Road Ahead

The healthcare network's success with AI and automation shows strong potential for growth. Their proven approach to improving clinical workflows can be expanded to more departments and could help other hospitals facing similar challenges. As their AI systems process more data, they continue to find new ways to make workflows better. This practical example of using technology to improve healthcare operations while reducing paperwork demonstrates a workable model for future healthcare delivery.

Speak to our expert team today and schedule a free demo.

[BOOK A DEMO](#) 

## About Innovaccer

Innovaccer activates the flow of healthcare data, empowering providers, payers, and government organizations to deliver intelligent and connected experiences that advance health outcomes. The Healthcare Intelligence Cloud equips every stakeholder in the patient journey to turn fragmented data into proactive, coordinated actions that elevate the quality of care and drive operational performance. Leading healthcare organizations like CommonSpirit Health, Atlantic Health, and Banner Health trust Innovaccer to integrate a system of intelligence into their existing infrastructure— extending the human touch in healthcare.

For more information, visit [innovaccer.com](https://innovaccer.com).

## Awards and Recognitions

