

Empowering clinicians at St. Luke's Health System with ambient AI: increasing patient face time while reducing clinician burnout

Health system at-a-glance

As an Idaho-based, not-for-profit, community-owned and community-led health system, St. Luke's is dedicated to its mission to improve the health of people in the communities it serves. From its founding in 1902 to today, St. Luke's has long been a leader in quality care and a vital partner in addressing community health needs.

Headquarters

Boise, Idaho

Affiliated providers

1,313

Facilities

Eight medical centers;
350+ clinics

The introduction of the electronic health record in recent years provided opportunities to improve access to health care information and coordination of care. However, the resulting increase in digital documentation requirements placed additional administrative burden on clinicians. This led St. Luke's Health System to search for ways to help alleviate documentation and cognitive load for clinicians, while recapturing patient face time and enhancing the care delivery experience.

St. Luke's aimed to address these issues through EHR customization, introducing pop-ups and templates designed to simplify documentation. Recognizing the need for a more transformative approach, St. Luke's turned to ambient AI as the next step in alleviating clinician administrative burden. The health system sought a development partner who could develop a solution tailored to its multi-specialty organization and seamlessly integrate with Epic. Goals for the collaboration included reduced documentation time for clinicians, enhanced workflow integration without care delivery disruption and improved patient experience.



I think patients who have the experience with a physician or APP using ambient AI feel seen and heard in ways that they haven't maybe ever in their lifetime of receiving medical care.



Reid Stephan

Vice President and CIO,
St. Luke's Health System

St. Luke's partnered with Ambience to deploy AI solutions tailored to each medical specialty, with integrated point-of-care coding and compliance features. This comprehensive approach ensures that the platform not only addresses the distinct documentation needs and workflow patterns of each specialty, but also delivers accurate coding and maintains compliance standards in real-time, streamlining the entire documentation process with a comprehensive integration with Epic EHR.

Together, St. Luke's and Ambience launched a pilot program across 11 specialties, including particularly complex specialties such as pediatric hematology oncology and neurosurgery. The pilot rigorously tested the technology's ability to meet the diverse needs of St. Luke's clinicians. The results were significant: Clinicians reported a 38.8% decrease in documentation time and a 40.2% decrease in documentation time outside working hours. Additionally, patient face time increased by 22.8% due to clinician availability to focus more on interpersonal interactions and less on administrative burdens.

St. Luke's, in collaboration with Ambience, streamlined operational efficiency and took meaningful steps toward enhancing the human connection at the heart of patient care. Supported by this new, tailored technology, St. Luke's clinicians are able to focus more on patients and carry out the health system's mission of improving the health of the people in the communities it serves.

“ At St. Luke's, we needed an enterprise solution capable of supporting our diverse specialties, care settings and complex payer arrangements, from fee-for-service to value-based contracts. We also sought a partner leading in AI innovation. Within just 12 weeks of rolling out, the choice was clear to move forward. We're also now rolling out frontier capabilities such as ambient inpatient support.

**Reid Stephan**Vice President and CIO,
St. Luke's Health System**Specialties supported**

Neurobehavioral Health, Family Medicine, Internal Medicine, Pediatrics, Adult Behavioral Health, Neurosurgery, Cardiology, Nephrology, Pediatric Nephrology, Pediatric Hematology, Oncology, and Neurology

Impact**Decreased Burnout & Time Savings****20.4%** Decrease in total charting time**38.8%** Decrease in documentation time**40.2%** Decrease in documentation time outside working hours**25%** Decrease in severe clinician burnout**30.3%** Decrease in hours to close encounters**Improved Patient Experience****22%** Increase in patient face time**85%** Of providers report an increase in the quality of patient encounters

What clinicians are saying



Since adding ambient AI, I no longer exist in the perpetual dread of keeping up with documentation. I used to describe catching up on charts as reliving past moments of other people's life stories and not existing in my present tense. I valued keeping a thoughtful note for reference to colleagues. Well, I am now ecstatic and confident that ambient AI creates a detailed, quality note. It has made me way more efficient cutting my work drastically by 28 hours a month! Now I have more mental clarity and presence with others at work and home.

Being a brand-new mom just back from maternity leave, I will say returning to work with ambient AI makes me feel like I can achieve great professional and personal life balance for the first time ironically. I am lucky this is the time for AI to reignite my spirit in this career!



Devin Laky, M.D.

Pediatric Behavioral Health,
St. Luke's Health System



I go home with a smile every night. This has been such a relief. I got so much of my life back. I have so much more joy in my interactions with my patients that I didn't realize I was missing beforehand.



Christopher Streeter, M.D.

Family Medicine,
St. Luke's Health System

NEXT STEPS →

St. Luke's Health System will be moving forward with an enterprise-wide rollout of Ambience's AI platform.



About St. Luke's Health System

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About Ambience Healthcare

The mission of Ambience Healthcare is to supercharge clinicians with breakthrough generative AI technology. Leading health systems and provider organizations across North America partner with Ambience Healthcare to reduce clinician burnout, improve system efficiency, and enable high quality care. Founded in 2020 by Mike Ng and Nikhil Buduma, Ambience is headquartered in San Francisco, California, and has raised \$100M in total funding from Kleiner Perkins, OpenAI Startup Fund, Andreessen Horowitz, Optum Ventures, Human Capital, Martin Ventures, AIX Ventures, AirTree Ventures, John Doerr, Jeff Dean, Richard Socher, Pieter Abbeel, Anne Wojcicki, Eren Bali, Jay Desai, Nish Bhat, Matt Mochary, and others. To learn more, visit ambiencehealthcare.com.



97.7*

Scored out of 100

Verified financial ROI and health system satisfaction

*This report was written with limited data

Ambience Healthcare's clinical AI platform for scribing, point of care CDI & coding, referrals, and patient summaries has been deployed at leading health systems and provider organizations across North America. By providing clinicians with the world's most advanced AI technology, Ambience reduces clinician burnout, improves system efficiency, and enables high quality care. To learn more, visit ambiencehealthcare.com.