

## WellSpan Health

### 2025 HAP Achievement Award Workforce Innovators Award—Large Division

#### Advancing Health Care Delivery Through Purposeful AI Innovation

##### The Goal

Widespread workforce strain and care inefficiencies prompted a comprehensive assessment to identify targeted, AI-driven solutions. Opportunities emerged to reduce clinician burden and improve care through virtual nursing, faster imaging review, and automated patient outreach.

##### The Intervention

To integrate AI into care delivery, the organization focused on four key areas:

- **Nursing:** Launched virtual nursing and implemented Artisight's smart hospital platform with voice and vision technology to support bedside teams.
- **Imaging:** Integrated Aidoc into the EHR for real-time prioritization and review of critical scans.
- **Documentation:** Deployed Dragon Ambient eXperience (DAX) to automate clinical note creation from provider-patient conversations.
- **Patient Engagement:** Piloted Hippocratic AI's *Ana*, a conversational assistant delivering outreach for preventive screenings and follow-up care.



These tools were introduced through pilot programs, embedded into clinical workflows, and overseen by a dedicated AI task force to ensure alignment, safety, and sustainability.



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### Results

The organization's AI strategy significantly improved patient safety, workflow efficiency, and staff well-being. Virtual nursing reduced falls by 52 percent and boosted patient and nurse satisfaction, while AI imaging tools cut critical diagnosis time by 77 percent. Automated documentation eased provider burnout, and AI-powered outreach increased preventive care participation. These scalable, equity-driven solutions are continually refined to ensure sustained impact.