

AI Scribe Impact on the Well-being and Workflow of Multi-Speciality Clinicians in an NCI-Designated Cancer Center

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INTRODUCTION

Clinician burnout has been a significant concern for health systems, including oncology and supportive care practices, where there are workforce shortages. A key driver of clinician burnout is administrative burden and the many tasks, including documentation, surrounding a patient-physician encounter. AI scribes have become increasingly available for clinical practices and our institution wanted to evaluate the impact of AI scribes on clinician workflow and wellbeing.

METHODS

With executive leadership endorsement, Clinical Informatics, Enterprise Growth and Innovation, and Enterprise Technology Group (IT) collaborated to deploy an AI scribe solution at an NCI-designated cancer center in a phased manner starting in July of 2024. Clinicians opted in by completing a baseline survey to assess well-being, burnout metrics, and other workflow items. A follow-up survey was conducted after clinicians had conducted at least 25 visits and had at least 6 weeks with the solution. Additionally, EHR metrics were analyzed to assess differences before and after use of the AI scribe solution.

RESULTS

186 clinicians from several disciplines, including oncology, hematology, surgery, pediatrics, and supportive care, were onboarded to use the solution. 68 clinicians filled out the six-week follow-up survey. In six months, clinicians completed 13,604 encounters through the AI scribe solution.

- **94%** had a positive training and support experience.
- **91%** agreed the solution is easy to use.
- **84%** had an improvement in documentation quality.
- **26%** reduction in pajama time
- **22%** reduction in time in notes per day.
- **87%** of clinicians reported saving time documenting care
- **66%** of clinicians saving more than 30 minutes per day.
- **41%** had reductions in feelings of burnout and fatigue.
- **78%** reported more focus on patients and family.

DISCUSSION

Administrative burden is significant in clinical medicine. AI scribe technology is emerging as a rapidly improving technology that can significantly improve time for clinicians, quality of clinical notes, and well-being allowing more focus on patients and family. While many experienced these benefits, not all clinicians did, including those who have significant customizations within the EHR, clinicians who have specific narrative style preferences, and sub-specialties with unique data or workflows. Strategic relationships with AI scribe vendors can assist in accelerating advanced features and tailored specialty-specific model development.

CONCLUSIONS

AI scribe technology is a promising, rapidly developing tool that can positively benefit clinician well-being, burnout, and workflow in oncology and supportive care practices.

REFERENCES

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2. Tierney, Aaron A., Gregg Gayre, Brian Hoberman, Britt Mattern, Manuel Ballesca, Patricia Kipnis, Vincent Liu, and Kristine Lee. "Ambient artificial intelligence scribes to alleviate the burden of clinical documentation." *NEJM Catalyst Innovations in Care Delivery* 5, no. 3 (2024): CAT-23.

DAX Copilot Demo



AI Scribe Article



AI Scribe Article



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