

Adoption Pathways: Corewell Health

Reducing Documentation Burden at Scale and Reconnecting Clinicians to Patients Through Ambient AI

Corewell Health, a nonprofit health system serving communities across Michigan, rapidly scaled an enterprise-wide ambient AI documentation platform to reduce clinician burden and improve patient interaction. By integrating AI-driven documentation into everyday workflows, the organization reduced cognitive burden, improved clinician satisfaction, and enabled more focused patient interactions across the organization.

The Opportunity

Across Corewell Health, clinicians were spending significant time on documentation, often outside of scheduled hours. Like many health systems, documentation workflows relied on a mix of transcription services, manual entry, and after-hours work that contributed to burnout and reduced time with patients.

At the same time, Corewell Health was navigating a major system integration and EHR consolidation, creating additional strain on clinical teams. Leadership recognized an opportunity to rethink documentation entirely. This was not just to improve efficiency, but to fundamentally improve the clinician and patient experience.

Rather than focusing solely on financial return, Corewell Health prioritized a simple but powerful goal: make care easier for clinicians and more human-centered for patients.



The Approach

Corewell Health implemented and quickly scaled an ambient AI platform that listens to patient-clinician conversations and generates structured clinical documentation in real time.

The approach included four key elements:

01 Rapid pilot with early validation
A structured pilot confirmed value within days, allowing the organization to validate the solution quickly and move forward with confidence.

03 Scaled rollout through phased waves
The platform was deployed to large initial cohorts followed by weekly onboarding waves, enabling efficient expansion across the enterprise while maintaining support capacity.

02 Flexible adoption model with low barriers to entry
Clinicians could begin using the tool with minimal setup, allowing early adoption without requiring full technical integration.

04 Peer-driven engagement and adoption
Clinician champions and word-of-mouth adoption played a central role, with early adopters driving broader interest and uptake.

This approach allowed Corewell Health to move quickly while maintaining flexibility, minimizing risk and building momentum across the organization. Throughout implementation and rollout, careful attention was given to HIPAA compliance and established standards for protecting patient information.

Outcomes & Impact

Corewell Health's enterprise-wide deployment resulted in measurable improvements in clinician experience, efficiency and patient engagement.

Reduced cognitive burden and documentation time

Clinicians reported a 61% reduction in cognitive load and a decrease in after-hours documentation from 4.3 to 2.2 hours per week.

Improved clinician satisfaction and reduced burnout

85% of clinicians reported increased job satisfaction, with more than half reporting reduced burnout.

More focused patient interactions

90% of clinicians reported being more present and focused during patient visits.

Enhanced patient understanding and engagement

AI-generated visit summaries at accessible reading levels improved communication and patient comprehension.

Enterprise-scale adoption

The solution expanded to physicians and advanced practice providers across 21 hospitals and 300 outpatient and post-acute sites.

The outcomes are based on self-reported survey data from participating Corewell Health clinicians. They show how ambient AI can improve clinician experience and support patient care delivery when implemented thoughtfully and at scale.

Implementation

Corewell Health implemented this solution through a fast-moving, adaptive approach that balanced speed and flexibility.

01

Start fast and validate early

The team launched a pilot quickly and confirmed value within the first few days, enabling rapid decision-making.

04

Minimize technical barriers to entry

Early adoption did not require full EHR integration, allowing clinicians to begin using the tool immediately.

02

Use phased waves to scale efficiently

A large initial rollout was followed by weekly onboarding waves to manage demand and support resources.

05

Continuously educate and update users

Ongoing communication, training and updates helped clinicians keep pace with rapidly evolving capabilities.

03

Leverage clinician champions for adoption

Trusted physicians and advanced practice providers led engagement efforts, helping normalize use across teams.

Why It Scales

Corewell Health's model scales effectively because it reduces barriers to entry and focuses on user experience from the outset.

Ambient AI platforms can be deployed quickly, even without full integration. This allows organizations to validate value before making larger investments. This lowers risk and accelerates decision-making. The emphasis on clinician experience drives adoption. Once clinicians use the tool and experience the benefit, retention is high and adoption spreads organically.

Finally, the model supports a range of settings, from ambulatory to inpatient care, as the technology continues to mature.



How to Start Tomorrow

Hospitals and health systems looking to improve documentation workflows and clinician experience can take practical steps drawn from Corewell Health's approach:

- **Launch a small pilot and validate value quickly**
Select a focused group of clinicians and begin testing ambient AI in real encounters within days to confirm impact before scaling.
- **Enable low-friction access to drive first use**
Remove integration barriers and allow clinicians to start using the tool quickly with minimal setup.
- **Support the first-use experience to build adoption**
Provide support for initial use, recognizing that once clinicians try it, ongoing adoption is likely to follow.
- **Activate clinician champions to build momentum**
Identify early adopters and use their experiences to encourage broader clinician engagement.
- **Adopt a fail-fast approach and iterate continuously**
Test solutions quickly, evaluate what works and be willing to pivot without overcommitting resources upfront.

“Just start. Once clinicians experience it, the value becomes clear.”

– Daniel Smith, Chief Medical Information Officer, Corewell Health

Want Help Implementing This Solution?

This solution is part of the West Health Accelerator at AHA's Health Research & Educational Trust, a national initiative helping hospitals adopt and scale proven solutions to improve patient safety, clinical outcomes and workforce efficiency.

Hospitals can implement approaches like this through Accelerator collaboratives, where peer organizations work together with expert support to drive measurable improvement.

Join the movement and get involved at nationalaccelerator.org