



AI Ambient Listening and Clinical Documentation

AI Utilization

Overview

Ambient AI technology captures clinician-patient conversations and generates structured clinical notes in real time. Integrated directly within EHR workflows, the approach reduces documentation burden and allows clinicians to focus more fully on patient care during visits.

Why This Matters

Documentation tasks remain one of the most significant contributors to clinician burnout and after-hours work. By generating notes during the encounter rather than afterward, ambient AI helps streamline documentation workflows while strengthening clinician focus and patient engagement.

How It Works

Ambient AI supports documentation through a series of integrated capabilities that work within existing clinical workflows:

- **Conversation capture:** Secure audio tools record clinical encounters.
- **Automated note generation:** AI converts dialogue into structured documentation.
- **Clinician review:** Providers edit and approve notes within the EHR.
- **Workflow integration:** Documentation occurs during the visit rather than after it.

Note: Throughout implementation and rollout, careful attention was given to HIPAA compliance and established standards for protecting patient information.

What It Enables

Organizations implementing ambient AI typically pursue improvements across several aspects of care delivery and workforce experience:

- **Workforce experience:** Reduced documentation burden and after-hours charting
- **Clinical efficiency:** Faster completion of clinical notes
- **Patient engagement:** Greater clinician focus during visits
- **Consistency:** Standardized documentation quality

Proof in Practice: Corewell Health

Corewell Health deployed ambient AI documentation technology across its ambulatory network. The initiative introduced AI-supported documentation into routine workflows while maintaining clinician oversight of all clinical notes. Clinicians reported that early implementation showed meaningful reductions in documentation time and improved clinician ability to focus on patient interactions, leading the organization to expand the capability across multiple specialties and care settings.

Where It Fits Best

Ambient AI documentation solutions are particularly relevant for organizations seeking practical ways to decrease documentation demands and improve clinician experience:

- Ambulatory practices looking to reduce documentation burden
- Health systems addressing clinician burnout
- Organizations standardizing documentation across clinics
- Leaders exploring practical AI applications within everyday workflows

Implementation Considerations

Successful implementation requires clinician engagement, data governance and careful integration with existing documentation processes. Many organizations begin with targeted specialties before expanding across clinics.

Next Steps

Health systems interested in exploring ambient AI can connect with the West Health Accelerator at AHA's Health Research & Educational Trust to learn from peer implementations and evaluate opportunities to strengthen documentation workflows.