

## Case Study

# AI-Enabled Conversational Summarization

Improves Patient Care  
and Provider Efficiency



## Client Context

The United States healthcare system is vast and complex, with numerous stakeholders. For fruitful interactions with patients, healthcare providers require structured, accurate, and accessible summaries of past and current conversations. However, the volume and complexity of these conversations present summarization challenges such as:



### Loss of time

Providers spend time adding patient information into the system instead of interacting with the patient.



### Improper documentation

Non-structured conversation summaries lead to inaccuracies and omissions that impact information sharing among multiple professionals and patient care.

## Tredence Solution

The goal was to rapidly summarize the conversation and produce accurate, structured output after each patient visit by using the records of the interaction. This would enhance the efficiency, effectiveness, and overall quality of ongoing patient care by creating a repository of standardized, error-free conversation summaries accessible to multiple healthcare professionals throughout the patient journey.

## The Approach

Our approach involved building and delivering a fully functional 'MVP Conversation Summarization feature' within 1 month. Tredence experts combined industry best practices with specific client needs to develop a wish list of requirements.

We also conducted a technical evaluation of rich data sources on numerous client systems. This was followed by a roadmap for leveraging state-of-the-art GenAI LLMs for the tool. A robust Azure GPT 3.5 Turbo model helps us speedily analyze provider notes after each patient interaction to create structured, accurate HIPAA-compliant summaries. These summaries are easily downloadable and shareable for better stakeholder cooperation.

## Business Impact



### Improved Patient Engagement

Providers can dedicate the 10 minutes earlier spent summarizing the conversation to engaging better with the patient.



### Greater Patient Satisfaction

Accessibility of lengthy conversations and medical notes in accurate, easy-to-read, HIPAA-compliant summaries helps maintain personalized, high standards of patient care across providers.

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