

HEALTHCARE TECHNOLOGY

# How a Healthcare Platform Cut Documentation Time by 42%

A leading healthcare technology platform serving over 400 hospitals and 15,000 clinical sites, with approximately 3,200 employees across engineering, clinical operations, and customer success.

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## The Challenge

Clinical operations teams were drowning in documentation — care pathway updates, formulary changes, provider communications, quality reporting. They had ChatGPT and Claude licenses but adoption stalled at 14%.

The issue: AI didn't understand their clinical terminology, their specific EHR integrations, or the regulatory requirements (HIPAA, Joint Commission, CMS) that governed every document they produced.

Outputs required so much correction that most clinicians found it faster to write from scratch.

## The Solution

PriorLayer was deployed to clinical operations first, then expanded to engineering and customer success. The onboarding captured each employee's clinical specialty, the EHR systems they worked with, their documentation standards, and the regulatory frameworks relevant to their role.

For clinical ops specifically, team leads pre-loaded department-level context: approved abbreviations, documentation templates, formulary structures, and quality metric definitions.

AI tools immediately began producing documentation that matched the organization's standards without manual correction.

## Implementation Timeline

- Week 1: Security and HIPAA compliance review, BAA execution
- Week 2-3: Pilot with 50 clinical ops staff at 3 hospital sites
- Week 4-6: Clinical ops expansion (340 employees)
- Week 7-10: Engineering and customer success rollout (2,860 employees)

## Results

**81%**

**AI adoption in clinical ops**

Up from 14% pre-deployment

**42%**

**Reduction in documentation time**

Measured via EHR time tracking

**94%**

**Context relevance score**

Across clinical terminology and standards

**28%**

**Fewer documentation revisions**

Revision cycles reduced across all teams

*"Our clinicians are domain experts, not prompt engineers. PriorLayer bridged that gap — now AI actually speaks their language."*

— Chief Digital Officer

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**Ready to make your AI investment pay off?**

Book a demo at [priorlayer.com](https://priorlayer.com)

