



AI in Healthcare: Tools to Improve Patient Experience



Previously, BroadBranch spotlighted several AI-enabled tools that are improving provider satisfaction, saving providers time, and lowering healthcare costs. This article showcases technologies that show measurable impact on the patient experience.

Expediting Personalized Medicine at the Bedside

Precision medicine platforms like Tempus use genomic and clinical data to match patients to targeted therapies and clinical trials. In practical terms, participating sites were able to secure about one new trial consent per day across 74 trials at 94 sites and enable access to potentially life-extending oncology therapies to more patients.

TEMPUS



AI-supported pathology solutions like those from PathAI empower providers to make more accurate diagnoses and save patients time, money, and stress during trying times. PathAI's suite of tools make tumor grading more reliable and have been known to reduce inter-reader variability by double-digit percentages, resulting in fewer cases where patients receive different interpretations of the same biopsy and in an accelerating timeline to a definitive treatment plan.

Viz.ai is also working to reduce patient hospital stays and enable more timely diagnoses. Hospitals using the Viz.ai stroke platform (LVO)

have reported cutting specialist notification times by about 40–45%, from roughly an hour and a half down to under an hour. Total time to thrombectomy has been reduced by around 25–30%, often translating into treatment being initiated more than half an hour sooner than before.

Financially, the net monetary benefit to patients for every 10 minutes of earlier stroke treatment is up to \$10,915

(Source: Kunz *et al.* Public health and cost consequences of time delays in thrombectomy for acute ischemic stroke. *Neurology*. 2020)

accounting for both healthcare and societal perspectives. For stroke patients, this combination of percentage and absolute time savings directly improves the likelihood of better neurological function and long-term quality of life.

Chatbots and Virtual Guides Along the Way

Mental health services may be the area where hybrid health and AI-enabled tools have made the biggest impact. Youper is an emotional health chatbot that uses evidence-based therapies to help patients manage mental health symptoms and has been associated with anxiety and depression reductions of around 20% over the first few weeks of use. It has helped many patients experience meaningful symptom drops in a matter of weeks, rather than remaining at baseline while waiting for in-person appointments.

Symptom-checker tools like Ada Health's app help patients interpret symptoms before they see a clinician. Comparative evaluations have found that Ada can be 10–20% more accurate than several peer symptom checkers, such as ChatGPT and WebMD, however only accurately matches a physician's 30% of the time for the top diagnosis and 63% of the time for a top three diagnoses, as such serious symptoms should

always be evaluated by a professional. While these tools do not provide a definitive diagnosis, they do give patients a peace-of-mind by providing a clearer sense of whether self-care, primary care, or urgent care is most appropriate.

Smoother Logistics: Scheduling, Flow, and Coordination

Operational AI tools can produce some of the most visible changes in patient experience, because they reduce waiting and uncertainty—the pain points patients remember most. Hospitals using Qventus have reported reductions in average length of stay by up to a full day, and 30–50% cuts in excess hospital days.

On the outpatient side, Veradigm's patient engagement and scheduling tools have resulted in a 10% reduction in cancellations and no-shows and more than 40% of canceled appointment slots being automatically refilled through waitlist workflows. In some settings, total no-show rates have dropped by roughly 15%, resulting in increased outpatient revenue and, more importantly, faster access to patient care.

A Clearer, Less Painful Financial Journey

The financial side of care—claims and billing—often shapes patients' lasting impression of their experience. AI-based claims automation platforms like Beam AI illustrate how this phase can be improved. In real-world deployments, Beam has reported automating over 80% of the most common patient inquiries allowing staff to focus on more complex patient needs, cutting average processing time nearly in half, and increasing customer satisfaction scores by roughly 9%. Overall, Beam reports a 93% decrease in cost to healthcare practices compared with hiring additional staff to support patient claims.

For patients, that combination means most routine claims are handled automatically and quickly, there are fewer billing errors leading to surprise statements, and questions get resolved in days rather than weeks.

The Future: Enhancing Patient Care

Across these examples, a consistent picture of technology improving the patient experience emerges:

- More patients are reaching appropriate therapies and trials and trial matches occurring daily across 74 trials at 94 sites.
- Time-critical treatments like stroke interventions are happening 25–45% faster, saving dozens of minutes when each minute matters.
- Mental health symptoms are improving by approximately 20% within weeks on digital platforms, making the waiting period for in-person care more tolerable.
- Hospital stay lengths are reducing by 30–50% and outpatient no-shows are dropping by 15%, freeing capacity and reducing delays.
- Claims inquiries are automated for over 80% of common and high volume patient inquiries, with processing times cut about in half, and an estimated cost savings of 93% to healthcare providers.

While these examples are promising, it remains essential to keep clinicians at the center of decision-making and to treat AI as a support tool, not a substitute for human judgment. As adoption grows, we will continue to see innovation, investment, and consolidation of tools under healthcare behemoths like Epic and Optum. In the next and final installment of the series, we will explore “The Next Frontier” of AI-enabled healthcare tools and examine the 1+1=3 benefits of a more integrated and holistic AI-assisted healthcare ecosystem.



BroadBranch Advisors has deep expertise helping customers lead in the health ecosystem, providing go-to-market strategy recommendations, competitive benchmarking, and voice-of-customer analyses.

If you are interested in better understanding changing market dynamics or seek strategic guidance to help you make better decisions, reach out to learn more. You can also read other market perspectives written by our team [here](#).

Stay Tuned for More of Our AI in Healthcare Series

Tools to Improve
Provider Satisfaction



Will Buchanan
Partner
will@brbradv.com

Tools to Improve
Patient Satisfaction



Tatiana Rengifo
Manager
tatiana@brbradv.com

The Next Frontier



Casey Codd
Associate
csaey@brbradv.com



**BROADBRANCH
ADVISORS**