

# CASE STUDY

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## Streamlining Healthcare: How TidalHealth Leveraged AI For Efficient Data Management

### About Us

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AI Certs™ is a global organization educating individuals with necessary skills to thrive in ever-evolving AI and Blockchain landscape. Backed by leading tech companies and institutions our comprehensive certification portfolio is aligned with in-demand job roles that can future proof your career.

### Overview

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The business landscape has undergone a fundamental transformation driven by the rise of AI. This technological leap has spurred numerous organizations to embrace automation, leveraging the massive data and computational power harnessed by AI. This has unlocked a wave of benefits for businesses, including increased efficiency, productivity, and cost reduction, ultimately boosting profit margins. In this case study, we dive deeper into the multifaceted impact of AI, specifically within the healthcare industry.

TidalHealth Peninsula Regional, a hospital in Maryland, embraced AI-powered clinical decision support software to streamline its operations. The initiative was aimed at unlocking multiple benefits for doctors, administration staff, and patients. The primary goal of using AI-powered

technology was to increase efficiency and data-driven decision-making, ultimately leading to a more innovative healthcare experience for all.

### Challenges

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At TidalHealth, every click for both hospital administration and doctors revealed the burden of inefficiency. Sifting through massive amounts of patient data in their electronic medical records (EMRs) felt like navigating an information maze. The sheer volume, filled with medical jargon and cryptic codes, was overwhelming. This cumbersome process stole precious time meant for patient interaction and delivering effective care. The focus, unfortunately, shifted from building connections and providing optimal care to simply finding relevant information amidst the data deluge.

### Solution with AI

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Recognizing information overload as the enemy and time as the battleground, TidalHealth embarked on a crucial phase of process upgrade. This indicated a revolution in how doctors accessed and utilized patient data.

Enter IBM Micromedex with Watson, a powerful AI tool that completely changed the way doctors accessed patient data. Relevant details surfaced, saving doctors precious time and frustration.

However, the raw data wasn't enough and TidalHealth envisioned a solution where complex medical information is presented simply. The AI tool utilized transformed complex patient data into a user-friendly interface, presenting it through interactive dashboards and visual summaries. Medication interactions were made clear, and patient medical histories were depicted through intuitive timelines. This empowered doctors with the information they needed to make informed decisions for their patients' care.

Knowing the benefits they soon suggested making the AI tool an integrated part of the healthcare ecosystem, minimizing disruption and ensuring real-time access to crucial data.

Here are key solutions they came up with:

1. Implementing AI-powered information retrieval systems to analyze and present relevant information from electronic medical records to reduce search times.
2. Developing user-friendly interfaces for data visualization in easily understandable formats to aid quick, informed decision-making.
3. Integrating AI with existing clinical workflows to minimize disruption and improve real-time data access.
4. Investing in continuous training and education of the workforce to get them acquainted with the new workflows and usage of AI support software for better decision-making.



## Results Achieved

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Recognizing the transformative potential of AI, TidalHealth took a bold step forward by integrating it into their workflows. Through comprehensive training for doctors, physicians, and staff on the new workflows and AI tool, they unlocked revolutionary results.

Doctors could now find the required information in under a minute, a 75% to 100% reduction in search time! This newfound efficiency wasn't just a time-saver; it was a game-changer. With quicker access to crucial data, doctors could

1. Diagnose patients faster with more accuracy.
2. Make more informed treatment decisions that led to better patient outcomes.
3. Dedicate more time to patients, building trust, and addressing patient concerns more effectively.

The ripple effects extended beyond this, and the implementation of the AI-powered support software led to potential cost savings. The reduced search time meant:

- Lower administrative costs.
- Improved resource allocation.
- Potentially shorter lengths of stay due to quicker diagnoses and treatment plans.

We can say that integrating AI was a positive change that helped doctors at TidalHealth to truly focus on what matters the most- delivering effective patient care!



# Key Takeaways from AI in Healthcare

1. **Prioritize Efficiency and Ease of Use:** AI developers planning AI-powered applications and systems for healthcare professionals and hospital management staff should focus on ease of use and increasing efficiency
2. **Collaboration is Key:** AI developers and healthcare professionals need to come together and put in collaborative efforts for the successful implementation of AI technology. This ensures the solution aligns with real-world needs and workflows, as seen in the partnership between TidalHealth and IBM.
3. **Measurable Outcomes are Essential:** To gain wide acceptance, it is important to demonstrate tangible benefits. The case above quantifies the time saved by using AI, showcasing a clear positive impact on clinician efficiency
4. **AI Should Enhance, Not Replace Human Expertise:** The case emphasizes that AI supports doctors and physicians, not replaces them. The focus should be on leveraging AI for better patient care and using doctor's expertise effectively.

AI is at the forefront of technological innovation with applications in various industries. Working with AI will allow you to be a part of groundbreaking advancements where you can explore a breadth of opportunities. AI will alone create 2.3 million jobs by 2025 which translates to high demand and excellent job security.

AI is a complex field that requires constant learning and problem-solving. If you find this field challenging and exciting, consider checking AI Certs™ – your trusted partner for comprehensive AI certification solutions. Our role-based certifications are designed to meet the demand of the modern workforce in the AI-driven market, giving you a competitive edge.

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