

BRIGHT LIGHTS AWARDS

2024

3. Investing in the digital health of primary care City of Lakes Family Health Team

Leveraging Digital Health to Reduce Administrative Burden and Improve Patient Care



In 2023-2024, the City of Lakes FHT piloted an AI Scribe tool which drastically improved the quality of care serviced by our team. This pilot reduced administrative burden, improved the patient experience by providing quality time with their providers, enhanced the provider experience by alleviating the pressure to chart in real-time, and reduced provider burnout. All physicians, nurse practitioners, and allied health professionals at our FHT had the opportunity to test this AI Scribe technology. Following the pilot, we collaborated with our regional OHT to create an opportunity for primary care providers across the region to join a one-year pilot.

