AI Scribe Improving Efficiency in Nursing Assessment

Emergency Department Pilot Study

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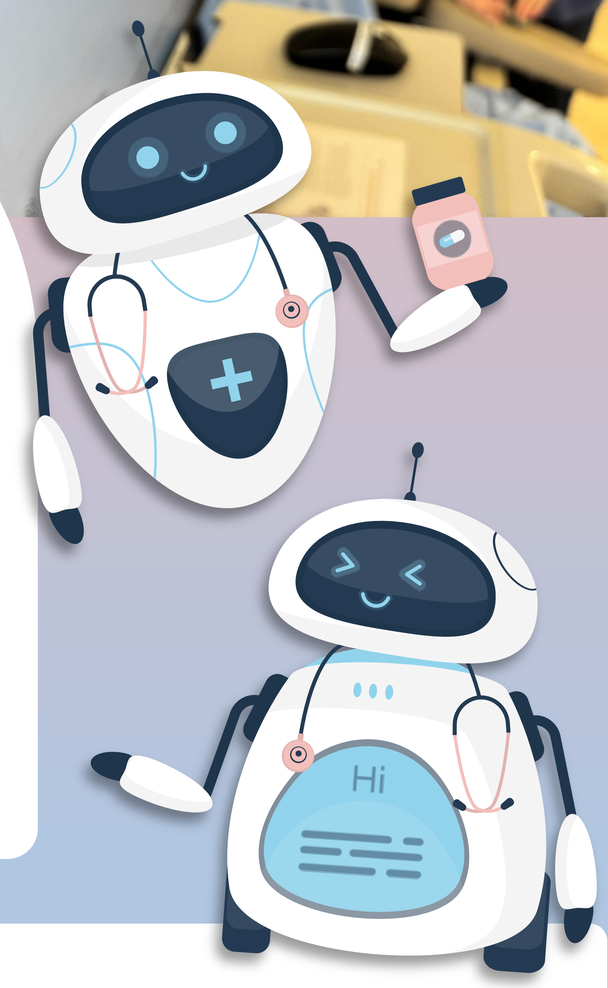
Background

- The Emergency Department introduced a Front of House redesign to improve patient flow, efficiency, and patient safety in October 2024.
- A new nursing model called the Acute Care and Evaluation (ACE) nurse was implemented as part of the redesign to provide early comprehensive assessment, action early clinical investigations and provide patient reassessment.
- The ACE model to date has contributed to ensuring reassessment align with the Australasian Triage Guidelines (ATS) , time to treatment and enhanced recognition and management of patient deterioration.
- The ACE nurse documentation remains a significant workload burden that can reduce time available for direct patient care, particularly during periods of high demand in the Emergency Department.



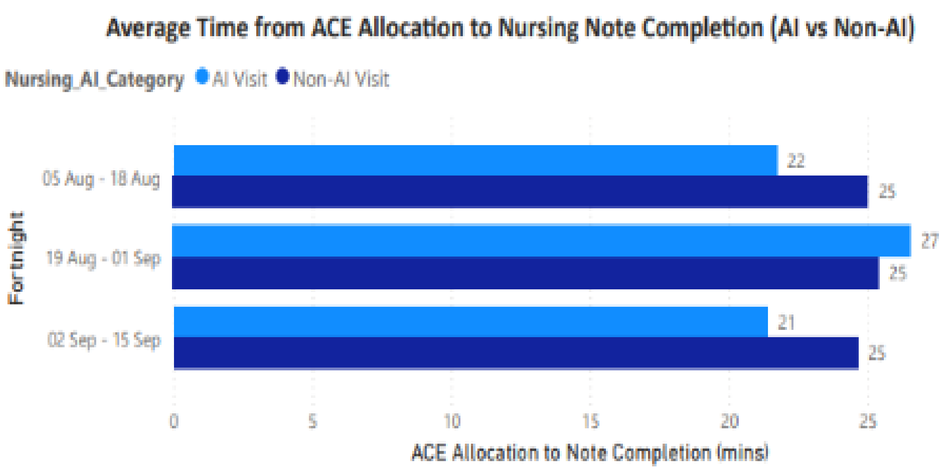
Aim

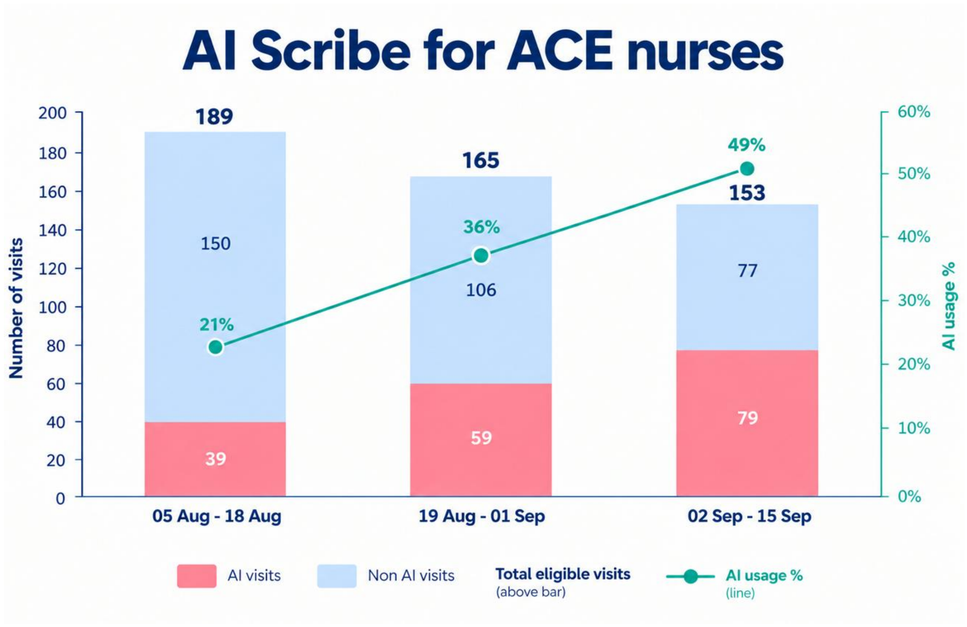
To evaluate whether the introduction of Heidi AI scribe for ACE nurses improves the efficiency of nursing assessment and documentation without compromising patient safety or documentation quality.

Background

- CRGO approved the conduct of this 3 month pilot study at Cabrini Emergency Department, project no: 06-02-07-26
- Education and training provided to ACE nurses on the use of Heidi AI Scribe.
- Quantitative analysis of PAS timestamps to evaluate patient flow and documentation efficiency.
- Staff experience and engagement evaluated using an anonymous REDCap survey.
- Participants: ACE nurses.

Results (to date)





Conclusion

Six weeks into the pilot, AI scribe utilisation has increased steadily up to 46% , with 174 AI-generated ACE notes completed. To date, the project has saved 315 minutes of documentation time, with an average reduction of 3 minutes per assessment compared with standard documentation. Early results suggest AI-assisted documentation can improve efficiency and support more time for direct patient care.

References

Australasian College for Emergency Medicine. *Guidelines on the Implementation of the Australasian Triage Scale in Emergency Departments*. ACEM; 2023.

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