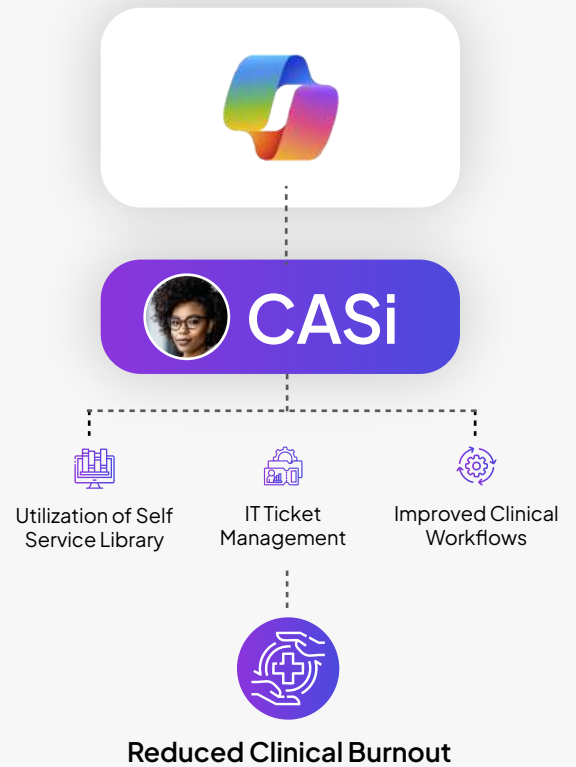For over 70 years, Baptist Health Care has been a trusted healthcare provider committed to delivering high-quality, patient-centered care. However, inefficiencies in IT support processes can contribute to clinician burnout. Long hold times, manual ticketing systems, and fragmented workflows can make it difficult for clinicians to get timely help, distracting them from patient care. Recognizing the need for a different option, Baptist Health Care partnered with Imperium Dynamics to deploy CASi, an AI-driven chatbot built using Copilot Studio and integrated with Microsoft Teams, designed to automate IT help desk support, integrate seamlessly with the EHR system, and provide instant assistance within clinicians' workflows.

CASi

Utilization of Self Service Library

IT Ticket Management

Improved Clinical Workflows

Reduced Clinical Burnout

Eliminating Help Desk Delays to Reduce Stress and Improve Workflow

Before CASi, clinicians spent valuable time on hold to report IT issues, disrupting their workflow and contributing to stress. The 3rd party help desk model required clinicians to navigate complex ticketing processes, leading to delays in issue resolution. CASi streamlined this experience by automating ticket creation within Microsoft Teams, allowing clinicians to instantly log issues with a simple chat command.

CASi also introduced the flexibility to submit tickets on behalf of themselves or colleagues, making collaboration easier within teams. Additionally, it provided role-based quick suggestions—optimizing the bot's flow to ensure that different types of tickets and knowledge searches were tailored to the user's role. By integrating with the EHR system, CASi ensured that support was available directly within the clinician's existing work environment, reducing workflow disruptions.

Providing an Easier Way to Access Institutional Knowledge

Beyond IT ticketing, clinicians often needed quick access to internal policies, troubleshooting guides, and operational workflows. CASi was designed to intelligently search Baptist Health Care's knowledge base and provide relevant articles instantly.

Baptist Health Care's intranet housed a vast knowledge base, but clinicians struggled to find relevant information. CASi changed this by making searches more intuitive, surfacing the right articles instantly within Teams. With faster access to policies and troubleshooting guides, clinicians could resolve issues independently, reducing reliance on the help desk.

Ensuring Security Without Added Complexity for Clinicians

Security and compliance are critical in healthcare, but they shouldn't burden clinicians. Imperium Dynamics worked with the Baptist team on governance controls to ensure CASi operated securely while remaining seamless for users. Integrated with Azure Active Directory, CASi provided secure authentication and role-based access, protecting sensitive data without complicating the clinician's workflow.

Predefined AI guardrails prevented misinformation and unauthorized actions, while HIPAA-compliant audits and monitoring maintained high data security standards. This built-in security allowed clinicians to rely on CASi confidently, without compromising efficiency.

Driving Continuous Improvement with an Ongoing Support Contract

Baptist Health Care recognized that AI solutions require continuous refinement to keep up with evolving clinician needs. With a dedicated support contract in place, CASi's capabilities are constantly being improved.

For instance, based on user feedback, the chatbot was enhanced to allow attachments when submitting tickets—enabling clinicians to provide screenshots or documents to expedite issue resolution. Future refinements will continue to optimize CASi's performance, ensuring it evolves to meet Baptist Health Care's operational demands.

Immediate Impact: Reducing Burnout and Improving Efficiency

Within 90 days of deployment, Baptist Health Care saw measurable improvements in clinician efficiency and reduced frustration with IT support. CASi eliminated 116 hours previously spent on manual ticket submissions and by eliminating the 3rd party help desk using internal resources, CASi reduced average call times from 11 to 5 minutes.

The Self-Serve Library usage surged by 360%, enabling clinicians to access information without waiting for live support. Over 700 IT tickets were processed through CASi, reducing reliance on outsourced IT support and enabling clinicians to resolve issues quickly without interrupting patient care.

116 — Hours saved from manual ticket submissions.

11–5 — Average IT call times reduced from 11 minutes to 5 minutes.

360% — Increase in Self-Serve Library usage—clinicians now find answers faster.

700 — IT tickets are processed through the chatbot, reducing reliance on outsourced IT support.

Setting a New Standard for Clinician-Centered IT Support

By implementing CASi, Baptist Health Care and Imperium Dynamics addressed clinician burnout by eliminating IT inefficiencies and reducing stress from help desk interactions. CASi's role-based, instant assistance allowed clinicians to focus on patient care rather than technical issues.

With continuous enhancements through the support contract, CASi remains a dynamic and evolving solution, ensuring Baptist Health Care stays at the forefront of AI-powered clinician support. The success of this initiative has positioned Baptist Health Care as a leader in using AI to improve workflows, setting a new benchmark for hospitals looking to integrate AI-driven solutions to support their staff.