

# Endeavor Health reports a 3x return on investment in one year with Fabric's virtual assistant

## Summary

Endeavor Health [formerly known as Edward-Elmhurst Health (EEH)], an integrated health system serving the west and southwest suburbs of Chicago, partnered with Fabric to develop and deploy “Eleanor” as their AI care navigation and virtual assistant solution to improve patient access and engagement and differentiate Endeavor in the competitive Chicago market. With Fabric, Endeavor Health realized many benefits including:

Net revenue from  
scheduled appointments

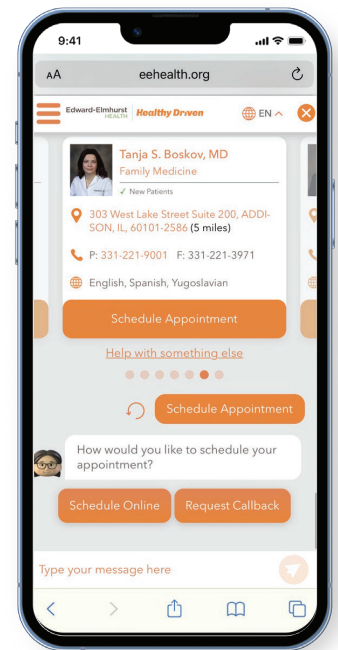
\$280k

Net revenue from follow-  
up care beyond online  
scheduled appointment

\$460k

Contact center cost  
avoidance\*

\$300k



## Products

### Fabric's Digital Front Door®

- Scheduling integration
- EHR integration
- Provider directory integration
- Pediatric content
- Patient portal app

## About Endeavor Health

Endeavor Health, formerly known as Edward Elmhurst Health, is one of the largest integrated health systems in Illinois. The system includes nearly 8,400 employees and 1,300 volunteers, including 2,000 physicians on staff (98% are board-certified) and 1,900 nurses. There are more than 50 outpatient locations across a service area of 1.7 million residents.

As one of the “Most Wired” hospitals in the country, Endeavor Health is committed to investing in technology and innovative digital solutions that have a positive impact on each patient's health and experience.

\*Excluding cost of Fabric

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# Challenge

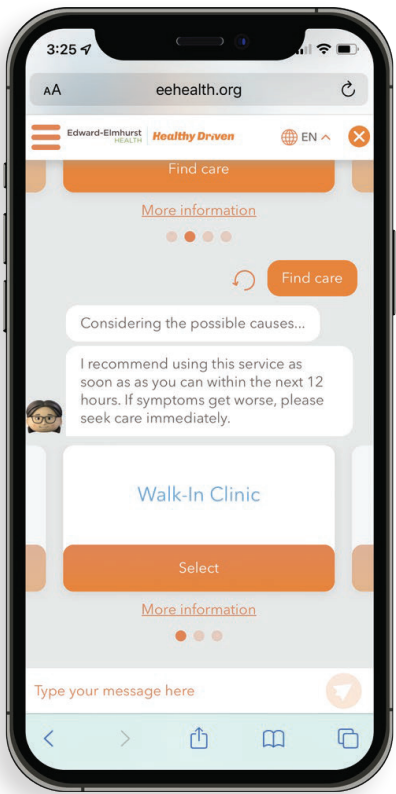
Endeavor Health deployed Fabric’s COVID-19 Screener to help combat high patient volumes and provide reliable screening, information, and care related to COVID-19. Given its success and positive reception, Endeavor elected to expand triage and care utilization functionality by deploying Fabric’s Digital Front Door® solution as Eleanor. Eleanor became a critical aspect of Endeavor’s digital health strategy to:

- Establish a single point of contact for patients to schedule services or select self-service options
- Standardize patient access across population segments, making care available 24/7/365
- Reduce the administrative burden on contact center and hospital staff

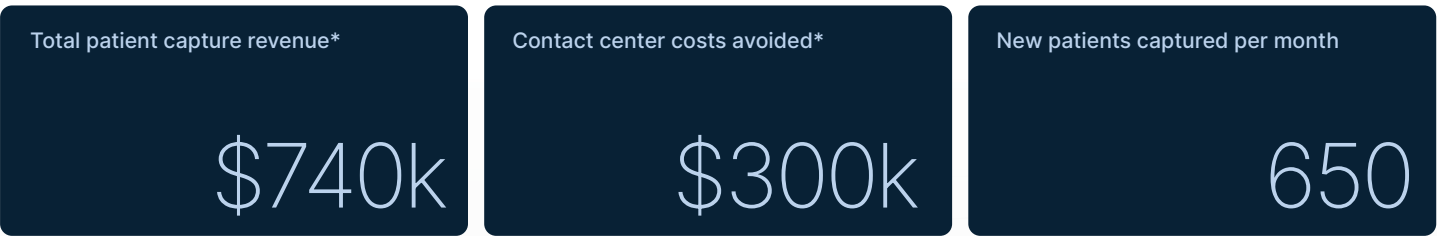
# Strategy

Endeavor and Fabric partnered to implement a customized version of Fabric’s Digital Front Door® solution as the virtual assistant, Eleanor, on the Endeavor website and patient portal app. The software functioned as an AI virtual care navigation assistant that guided patients to the best resources for their inquiry.

With a goal “to make healthcare easier,” Eleanor acted as a patient’s assistant for Endeavor’s entire health system, allowing patients to navigate various self-service care endpoints, find appropriate care venues for their symptoms, find a doctor, make same day appointments, schedule video visits, and save their spot in line at an urgent care facility. Eleanor is available 24 hours a day to help patients—during and outside of business hours.



# Results



“As a digital-first organization, Fabric has been a partner in helping us to further shape our digital health experience. Eleanor is not simply part of our digital health strategy but she is a central part of our organization. Almost half of Eleanor’s patient interactions are outside of normal clinic hours. Eleanor is there to help patients find and use the resources they need on their schedules.”

- Cheryl Eck, VP, Strategy & Planning at Endeavor Health