

# Intermountain Healthcare leverages AI to reduce call center volume by 30%

Daily COVID-19 screenings

7,500

Daily My Health+ care navigation engagements

350

Decrease in call center volume

30%

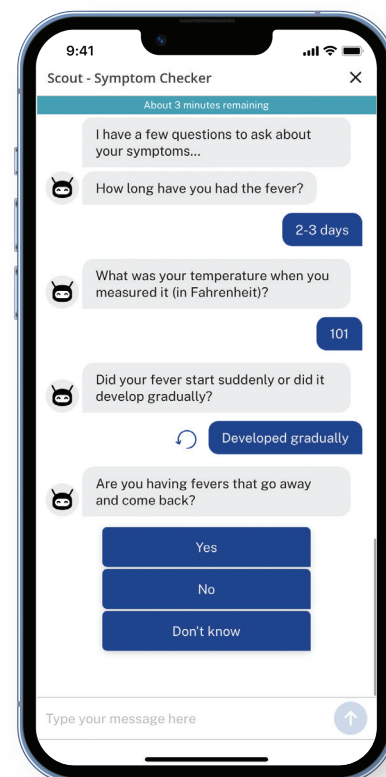
## Challenge

As a digital health innovation leader, Intermountain Healthcare planned an aggressive system-wide expansion on consumer-focused digital health solutions for 2020 and beyond.

Intermountain identified digital solutions as a priority to reduce barriers to entry and improve the patient experience. Specifically, objectives were to launch a new consumer facing app (My Health+) with symptom evaluation and triage capabilities and rapidly respond to the COVID-19 crisis with automated screening.

## About Intermountain

Intermountain Healthcare is a Utah-based not-for-profit system of 24 hospitals, 160 clinics, a Medical Group with about 2,300 employed physicians and advanced care practitioners, a health insurance company called SelectHealth, and other health services. Intermountain Healthcare is a leader in transforming healthcare through evidence-based best practices, high quality care, and sustainable costs.



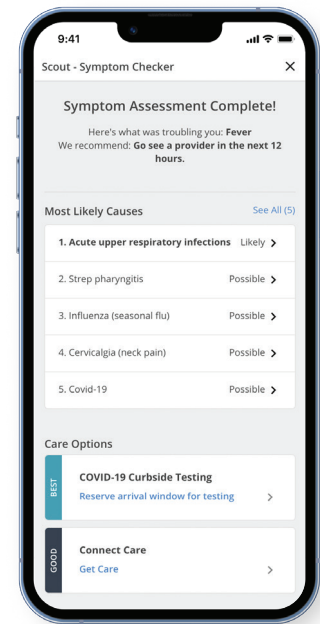
“Fabric has been an incredible partner for collaboration. Their expertise in user experience and patient-centric mentality makes them the ideal match for our digital health initiatives. Together we’ve made a tremendous impact by providing screening and triage for the Intermountain communities, especially during the pandemic. We look forward to the numerous projects we have ahead of us.”

- Kevan Mabbut, Intermountain Healthcare's Chief Consumer Officer

## Solution

Intermountain deployed Fabric's Digital Front Door® symptom evaluation and triage module by integrating the software within the My Health+ app. Intermountain also chose to partner with Fabric because of its patient-centric virtues approach to how it builds its software, development agility and configurable flexibility, and its ability to consult and partner on new conversational AI applications.

Intermountain implemented Fabric on its website homepage and named it “Scout.” Scout engaged with patients through AI chat to screen for COVID-19 symptoms and risk factors, answer the most common questions about COVID-19, and direct patients to the appropriate hospital resources. The implementation provided patients with on-demand, self-service, reliable COVID-19 information and screening, and functionality that reduced call center congestion and improved patient experience.



## Results

Over the first few weeks of the deployment, Fabric assisted over 157,000 users on the Intermountain website, an average of about 7,500 users per day. Available 24/7, the Fabric platform acted as a reliable resource for patients to turn to throughout the pandemic’s evolution. As research and public regulations changed, Fabric was a trustworthy resource for the Intermountain community to find answers during COVID.

Fabric’s remarkable usage level decreased the call center traffic by 30% and helped filter out entry-level calls about general COVID-19 symptoms and advice. Intermountain reports that after implementing Fabric, most call center calls

have focused on test orders, a process handled explicitly by the call center team. With a narrower scope of inquiries, the call center was more efficient and could prioritize more complex cases.

Fabric’s Digital Front Door® integration into the Intermountain My Health+ app enabled clinical AI patient navigation to the health system’s care endpoints. Providing patients with a tool to guide care decisions creates a high level of trust. For Intermountain, AI care recommendations optimize care utilization and improve resource allocation.

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