



Intermountain Healthcare Leverages AI to Reduce Call Center Volume by 30%

- CASE STUDY -

7,500

daily COVID-19 screenings

350

daily My Health+ care navigation engagements

30%

decrease in call center volume

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.

Products

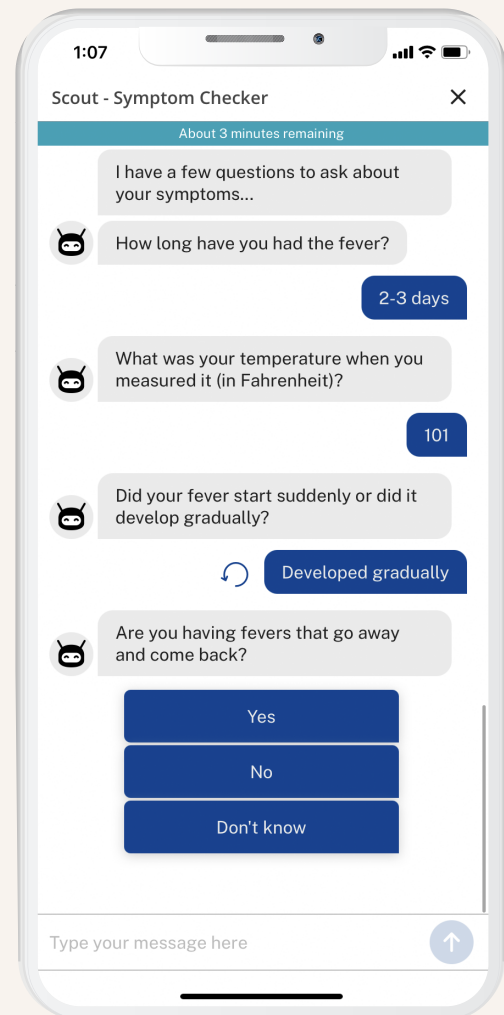
GYANT Front Door for in-app triage

GYANT COVID-19 SERA (through December 2020)

About Intermountain

Intermountain Healthcare is a Utah-based not-for-profit system of 24 hospitals, 160 clinics, a Medical Group with some 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, and sustainable costs.

intermountainhealthcare.org



“GYANT 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 Mabbutt

Intermountain Healthcare’s chief consumer officer

Solution

Intermountain deployed GYANT’s COVID-19 SERA (Screener and Emergency Response Assistant) and the GYANT Front Door symptom evaluation and triage module by integrating the software within the My Health+ app. Intermountain also chose to partner with GYANT 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 GYANT’s COVID-19 SERA on its website homepage and was named “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 improving patient experience.

Results

- **7,500** daily COVID-19 screenings
- **350** daily My Health+ care navigation engagements
- **30%** decrease in call center volume

Over the first few weeks of the deployment, GYANT assisted over 157,000 users on the Intermountain website, an average of about 7,500 users per day. Available 24/7, the GYANT platform acted as a reliable resource for patients

to turn to throughout the pandemic’s evolution. As research and public regulations changed, GYANT was a trustworthy resource for the Intermountain community to find answers during COVID.

GYANT’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 GYANT, 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 spent more time on prioritized/nuanced cases.

GYANT Front Door’s 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 the allocation of resources.

