

AI Voice Assistance for Inpatient Care

TODAY

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PROBLEM TRYING TO SOLVE

- Katie Willerton, the 2024 OSF Innovator of the Year award winner, endeavored to pilot a smart room that would empower patients to use voice-activated tools to independently control comfort settings in their rooms. Her patients on the acute neuro floor at OSF HealthCare Saint Francis Medical Center experience acute, traumatic loss of mobility, sometimes losing the use of their arms and legs, and are faced with a dramatic shift to dependence on others for daily living activities.
- Aiva Health addresses the challenge of inefficient clinical workflows and communication within inpatient healthcare settings by providing an AI-powered voice assistant that streamlines nurse call systems, reduces alarm fatigue and enhances patient engagement.

OUTCOME/GOALS/IMPACT TO PATIENT

- Enhance patient engagement and autonomy through voice-activated technology
- Enable real-time, hands-free communication for patients and caregivers
- Reduce indirect care nurse calls and alarm fatigue
- Streamline and optimize clinical workflows to improve operational efficiency
- Support health care providers in delivering more proactive and personalized care

JOURNEY TO GET THERE/PLANNED JOURNEY

- OSF has an opportunity to consider AI-powered solutions that empower patients and support the clinical care team.
- Through evaluation of current hospital rooms and collaboration to identify locations for a pilot, OSF Innovation, IT, and clinical leaders will implement and learn how technology enabling voice controls for TV and lights within patient rooms impacts patients and caregivers.
- Further implementation of nurse call functions will be considered for secondary phases.
- Evaluation of scalability, impact on clinical workflows, and patient and caregiver feedback will be included in pilot assessments.

DIRECT IMPACT TO PATIENT/FAMILIES

- Aiva enhances patient independence, reduces anxiety and improves overall care efficiency.
- By enabling voice-activated control, Aiva empowers patients to manage their environment, request assistance and stay connected without relying on others for every need.
- This newfound autonomy fosters confidence and eases the emotional burden of constant dependence. Families gain peace of mind knowing their loved one has a reliable way to communicate, even when they can't be there.
- The impact extends beyond the hospital, as patients recognize the value of voice technology in maintaining independence at home.