

How clinicians utilize AI to work smarter and restore the human side of care



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It's 8 p.m., and across the hospital, similar stories unfold. An internist is catching up on hours of unfinished notes. A nurse is finishing documentation that has piled up throughout their shift. A radiologist is still reconciling priors and finalizing reports after a day of nonstop studies.

Clinicians across roles are practicing in an environment that's more demanding than ever before, with documentation, data retrieval, and administrative tasks consuming time that should be spent on patient care or personal leisure time.

These pressures are now systemic risks. Research revealed that healthcare worker burnout remains high at 35.4%. Primary care physicians consistently report some of the highest rates, reaching as high as 57.6%. Other studies have found that nurse burnout is associated with lower healthcare quality and safety, as well as lower patient satisfaction. Burnout in radiologists is also increasing, with some estimates reaching 88%. When clinicians spend more time documenting rather than connecting, clinical quality suffers and workforce retention declines. And patients feel it: rushed interactions, longer wait times, delayed results, and a diminished sense of personal connection in moments that matter.

Now, innovative leaders in healthcare technology have cleared a path forward with artificial intelligence. AI helps with work that weighs clinicians down, surfaces information at the moment of need, and streamlines clinical workflows, enabling clinicians to take back control of their time. AI clinical assistants are built with and for clinicians showing what's possible when technology truly understands the realities of care.

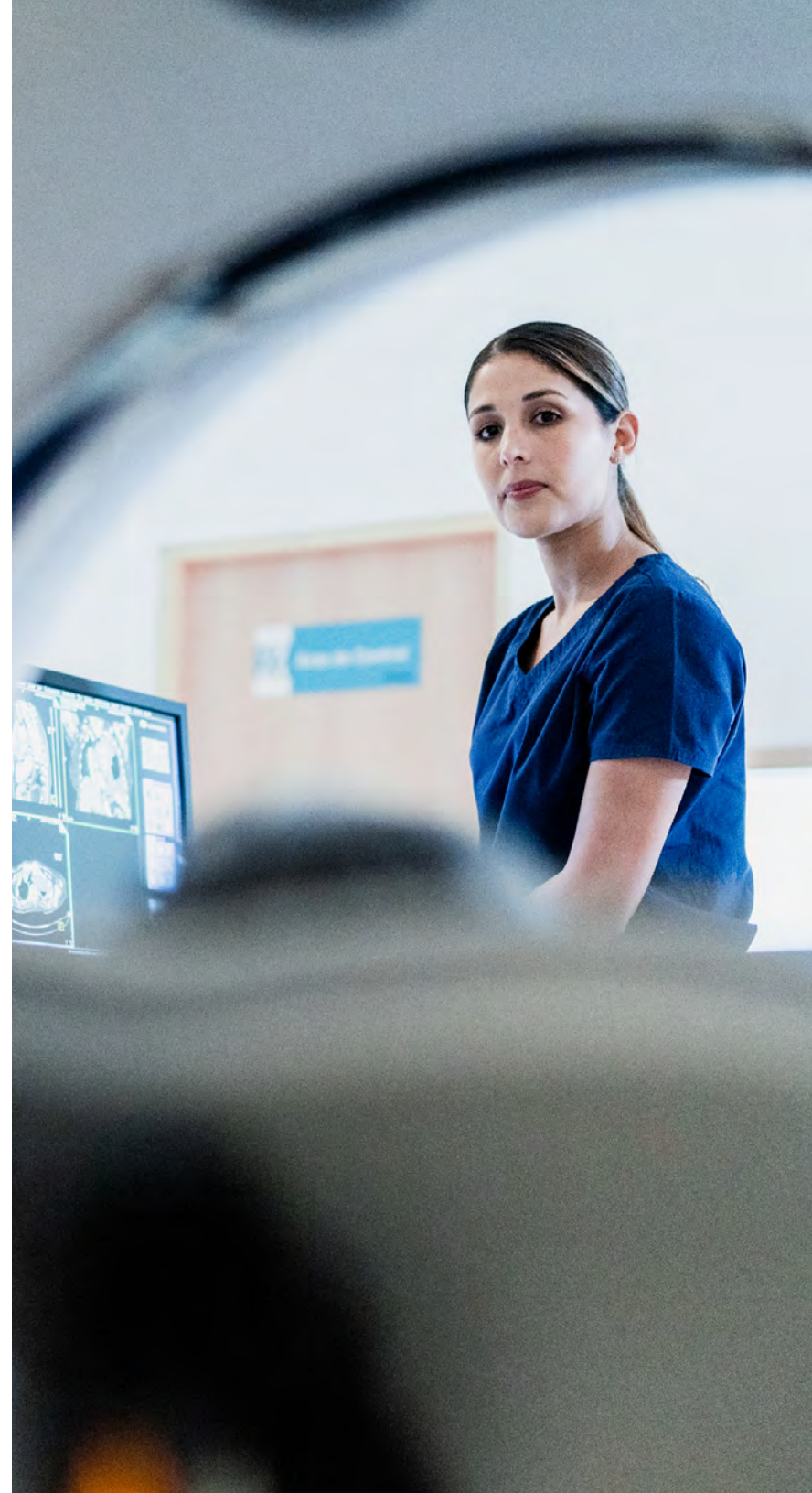
Let's explore how an AI clinical assistant, built on secure, scalable infrastructure, adapts to the unique needs of each role and delivers measurable improvements in satisfaction, efficiency, clinical quality, and financial performance.

The next era of innovation in healthcare is about clinicians working with technology that grasps the realities of clinical work. Ultimately, it's a story about trust, innovation, and the return of humanity to healthcare.

"AI has the capacity to restore clinicians' well-being and improve care. It gives back time, clarity, and connection."

Dr. Rizwan Pasha

Chief Medical Information Officer
Microsoft



The state of the industry: burden by role

Across clinical roles, the daily pressures may look different, but the underlying challenge is the same: too much burden, too little support, and not enough time for the work that matters most.

Physicians feel this acutely. Their days do not end when the last patient leaves; instead, they often begin a second shift, where they document late into the night. These cumulative hours of administrative work fuel cognitive overload and burnout.

→ **What physicians need:** smarter systems that capture care as it happens, streamline workflow, and automate tasks.

Nurse workflows are built around countless clicks, tabs, and screens. This creates a system that anchors nurses to workstations rather than patients. Every handoff or change in condition adds another layer of documentation to complete. For the largest workforce in healthcare, this strain is driving burnout and attrition at alarming rates, with 65% of nurses reporting high levels of stress and burnout.

→ **What nurses need:** tools that move with them, as in mobile, voice-driven, intuitive solutions that capture care in real time and restore the human connection of nursing practice.

Radiologists experience the burden differently still. Their work demands precision and concentration, yet much of the reporting process is consumed by repetitive steps, fragmented information sources, and manual tasks that slow interpretation. Imaging volumes continue to rise, and turnaround expectations rise with them, leaving little margin for inefficiency.

→ **What radiologists need:** tightly integrated systems that use AI to reduce unnecessary steps, surface relevant information, and support the kind of deep focus that leads to confident, high-quality reads.





HUMAN-LED, AI-EMPOWERED:

A new model for clinical work

Healthcare is undergoing a fundamental shift in how it thinks about artificial intelligence. As clinical realities have become increasingly complex, the industry has evolved beyond the narrow view of AI solely used for automation. The emerging model recognizes AI as a force multiplier. It serves as a capable assistant operating in the background to support the clinician's expertise.

"Patients are instantly noticing their clinicians are looking at them again, making that eye contact. We've had several patients actually remark that basically, hey, wow, you're not typing today. That's the power of AI. It gives eye contact back to medicine the way it was supposed to be practiced."

Snehal Gandhi, MD

VP and CMIO

Cooper University Healthcare

In this new paradigm, an AI clinical assistant becomes an integral part of the workflow. It does more than listen and capture documentation naturally as care unfolds, transforming conversations into structured notes, flowsheets, and actions without forcing clinicians to pause or divert their attention. It has moved beyond these capabilities to surface the right clinical information at the right moment, reducing the friction caused by navigating multiple screens or system toggles, and automating more of the workflow that's part of everyday tasks.

The result is a reduction in cognitive load and burnout, a restoration of clinical flow, and the return of something healthcare has been losing for years: the ability for clinicians to fully engage with their patients. In this model, AI cultivates and protects the human element.

The role of AI as a clinical assistant

- Streamlines documentation for increased efficiency.
- Surfaces critical information without breaking workflow.
- Automates repetitive work so clinicians can focus on care.

The benefit: Reduced cognitive load and burnout, and restored human connection.





AI application in practice

These capabilities come to life in solutions such as Microsoft Dragon Copilot, which combines ambient listening, contextual understanding, in-workflow information retrieval, and task automation. For clinicians, the effect of AI is felt in the reduced mental load and the ability to stay present with patients. Here's what it looks like in practice:

Ambient listening

Modern clinical encounters are rich and fast-paced. But much of what happens in the room never makes it into the record. Ambient AI changes that by listening unobtrusively, capturing care as it naturally unfolds, and turning spoken interactions into documentation clinicians can trust.

- Captures natural, multiparty, multilingual conversation during encounters.
- Translates spoken observations, instructions, and clarifications into structured documentation.

The benefit: Reduced manual documentation with the preservation of the full context of the visit.

Contextual understanding

Clinical conversations are complex. AI must capture words, and it must understand them. Contextual AI interprets intent, medical terminology, and sequence of care, transforming speech into actionable outputs that fit seamlessly into the EHR.

- Converts speech into draft notes and flowsheets, orders, referrals, and summaries.
- Supports conversational interaction between care teams and patients.

The benefit: Saves time, increases efficiency, and accuracy, and leads to better patient focus.



Information surfaced in workflow

Clinicians lose valuable time searching for information buried in different systems. AI changes this by surfacing the right insights at the moment they're needed in workflow, without disrupting clinical focus or patient rapport.

- Provides trusted medical references and organizational content instantly.
- Eliminates the need to toggle between screens, disparate applications, and systems, or perform manual searches.

The benefit: Faster, more confident care.

Automation behind the scenes

Some of the most time-consuming tasks in healthcare are the smallest ones. Letters, summaries, coding, and follow-up steps all accumulate throughout the day. AI can help automate this work, turning minutes saved into hours reclaimed.

- Drafts referral letters, summaries, nurse notes, and follow-up documentation in real time.
- Suggests coding and captures orders with minimal manual effort.

The benefit: Happier clinicians, happier patients.

BY ROLE:

Impact where it matters

AI clinical assistants like Dragon Copilot bring role-specific value that meaningfully differs for physicians, nurses, and radiologists. When AI is built with clinician input, it can reshape their entire experience. Each role feels the positive effect differently, but the outcome is the same: less friction, more focus, better healthcare.

"Dragon Copilot gives power back to nurses to spend time at the bedside with face-to-face interactions."

Stephanie Whitaker, MSN, RN

Chief Nursing Officer
Mercy

Here's how AI helps each clinician type:

Physicians

- Document by speaking naturally, whether ambiently or on demand.
- Surface evidence, guidelines, and patient context instantly.
- Automate coding, summaries, orders, and letters.
- Reduce after-hours charting and improve documentation quality.

Nurses

- Ambiently capture observations and care in real time at the bedside, in hallways, or during handoff for flowsheet documentation.
- Reduce click fatigue and minimize end-of-shift charting.
- Surface trusted information instantly within the workflow.
- Automatically draft nurse notes and concise summaries of action items and major findings.

Radiologists

- Integrate reporting seamlessly.
- Draft impressions, summarize priors, and enhance report quality with AI support.
- Leverage multimodal AI to focus on interpretation rather than mechanical steps.
- Reduce clicks to increase reporting speed and throughput.

Adoption and change management

Introducing AI into clinical workflows depends on engaging clinicians early, aligning leaders around shared goals, and building confidence through thoughtful rollout. The following principles make adoption smoother.

Change begins with engagement

Successful AI adoption in healthcare doesn't start with technology. It starts with people. Clinicians need to feel informed, involved, and supported at every stage of the journey. When they understand that AI is there to lift the administrative weight, resistance softens and trust grows.

→ **Key insight:** Engagement is the strongest predictor of sustained adoption.





Empower internal champions

Organizations that identify and support internal champions (seasoned clinicians, respected team leads, or informatics-minded staff) create a bridge between front-line workflows and new AI-enabled practices. These individuals become trusted guides who share tips, answer questions, and de-escalate concerns.

→ **Key insight:** Peer-led change is more credible and more sustainable than top-down mandates.

Helpful strategies

Many clinical and operational leaders prioritize the right analytics, training pathways, and value dashboards to track progress. When executive teams frame AI as a strategic enabler, they can create space for clinicians to adopt with confidence and for the organization to scale responsibly.

→ **Key insight:** AI becomes transformational only when leadership treats it as a core clinical strategy, not another tech rollout.

THE MICROSOFT DIFFERENCE:

Trust, scale, and responsible AI

AI in healthcare only succeeds when clinicians and leaders can trust the foundation beneath it. The Microsoft difference reflects a commitment to security, responsible innovation, and enterprise-scale reliability to ensure AI becomes a dependable partner in care.

Microsoft's approach to clinical AI is anchored in trust, scale and responsible AI that reflect both the realities of healthcare work and the needs of modern health systems. Together, they form the foundation of an AI clinical assistant that is practical, scalable, and genuinely transformative.

Dragon Copilot includes role-based experiences, it's integrated and extensible, secure and scalable and delivers measurable outcomes.

1. Role-based experiences

Broader reach with role-based experiences, purpose-built for physicians, nurses, and radiologists, delivering the right support at the right moment for each role.

2. Integrated and extensible

The system integrates deeply with EHRs, connects with partner AI applications and agents, and brings an organization's content to life directly within workflows, creating a unified clinical environment that advances clinical intelligence at the point of care.



3. Secure and scalable

Built on healthcare-grade security and Microsoft's global infrastructure, the platform provides the stability, privacy, and governance required to deploy AI confidently across departments and facilities.

4. Measurable outcomes

The approach delivers reduced administrative burden, improved clinician satisfaction, enhanced operational efficiency, and stronger financial performance across the organization.

"Dragon Copilot has allowed me to get the most difficult parts of my note done quickly. I'm amazed at how it is able to capture the most relevant data for the visit, and the AI is able to only pick up the relevant history for the most part. I'm amazed at how it can organize advice that I'm giving throughout an encounter."

Janet Engle, MD

Pediatrician
Vail Health





MEASURABLE OUTCOMES:

Restoring balance in healthcare

AI becomes transformative only when it delivers sustained, measurable improvements. From documentation time to throughput, satisfaction, and financial performance, the results show how restoring balance is both possible and scalable.

"The real ROI of AI is measured in better care: reduced burnout, higher-quality documentation, faster decisions, and patients who feel genuinely seen."

Dr. Rizwan Pasha

Chief Medical Information Officer
Microsoft

Inside Dragon Copilot

Microsoft's AI clinical assistant brings together key capabilities into the clinician's workflow:

- Natural language dictation, ambient speech technology, and advanced AI within one intelligent workspace.
- Role-based experiences for physicians, nurses, and radiologists.
- App and agent extensions, fueled by conversational context, for specific tasks and specialties.
- Intelligence at your fingertips — with insights from trusted and verifiable healthcare resources.
- Automated task management.
- Secure, scalable foundation built on Azure.

Dragon Copilot is designed for measurable outcomes. By enhancing productivity, reducing administrative burden, and faster decision-making, it improves both the clinician and patient experience.

Clinician well-being

- Reduced cognitive load, burnout, and after-hours work.
- Improved job satisfaction and retention.

Operational efficiency

- Faster documentation.
- Higher throughput.
- Smoother handoffs and care coordination.
- More time for face-to-face care.
- Optimized margins through efficiency gains.

Patient experience

- More engaged clinicians with more time to connect.
- Better care quality and clearer communication.
- Reduced wait times and faster access to services.



CONCLUSION:

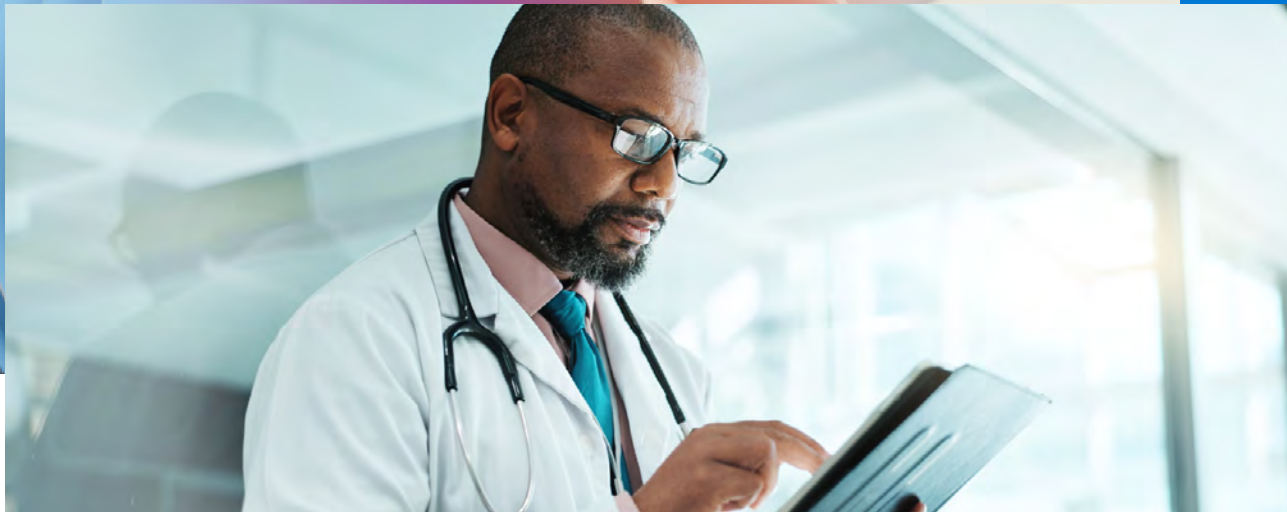
The future is human

AI in healthcare is ultimately about restoring humanity to care. When AI handles the administrative load, clinicians regain the time, clarity, and presence needed to deliver exceptional care.

This is a new reality where AI enhances clinical expertise. It's a place where clinicians practice at the top of their license, supported by secure, scalable technology built with their needs at the center.

This is more than a technology or process shift. It's a movement to restore the human side of healthcare.

[Learn more](#)



Microsoft conversational, ambient, and generative AI solutions increase productivity, reduce administrative burdens, and empower the healthcare workforce with new ways to capture clinical information and apply real-time intelligence for better decision making. Our Azure cloud architecture is optimized for scale, resiliency, and cost management to help improve performance and create value faster. Together, we're creating better healthcare experiences across the continuum of care.

[Learn More](#)

Sources

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