

# Rebalancing care: El Camino Health's mission to restore patient and physician connection

El Camino Health faced a challenge familiar to many health systems: The growing burden of clinical documentation. It wanted to create a better healthcare experience for clinicians and patients, but like many health systems nationwide, faced a growing clinical documentation burden.

Healthcare professionals report experiencing high levels of burnout, fueled largely by competing demands, heavy administrative tasks and tight deadlines. The constant need for documentation and compliance adds to the pressure.



60% of physicians say bureaucratic tasks contribute to burnout



Physicians report spending nearly 50% of their workday on EHR and desk work, while spending only 27% of their time on direct patient care



More than one-third of physicians reported excessive time spent on EHR at home



About half of the physicians reported not having enough time to complete clinical documentation

## About El Camino Health

El Camino Health is a leading not-for-profit healthcare system serving Santa Clara County, CA, with two acute care hospitals in Los Gatos and Mountain View, CA. In addition to its hospitals, El Camino Health offers a comprehensive network of urgent care, primary care, and multispecialty clinics. The organization is recognized for its excellence in heart and vascular care, oncology, maternal and child health, and orthopedics.

- Leapfrog Top Hospital Award
- Fortune 100 Top Hospital
- Everest Award Winner
- CHIME Digital Health Most Wired Recognition

## The challenge: Putting patients first

In addition to driving physician satisfaction and streamlining documentation, El Camino Health had a clear goal to enhance the patient experience while maintaining the highest quality of care. The plan was to ensure every patient visit was efficient, accurate and fully focused on the person receiving care, using Solventum™ Fluency Align™ as the technology to support full physician attention and engagement during the visit. Use of Solventum Fluency Align during the visit supported:

- **More focus on the patient** – With AI managing the documentation, clinicians spent less time typing and more time listening, engaging and responding to patient needs – making every visit more personal.
- **Accurate, real-time records** – AI captured information when it happened, ensuring medical records are always complete, up-to-date, and ready to guide the best possible decisions for care.
- **Faster, smoother visits** – Streamlined documentation meant shorter appointments, reduced wait times, and a more seamless overall experience.
- **Better care coordination** – Relevant details were recorded instantly and shared with the care team, improving communication across specialists and supporting better health outcomes.

By combining advanced AI with a patient-first philosophy, El Camino Health created a care experience where physicians can focus on the patient.

## Real results: Circle of care restored



- Less time spent in notes
- Faster closure rate
- Decreased pajama time

**15%** decrease in time spent on administrative tasks

With Solventum Fluency Align, providers saw a difference, not just in their workload, but in the patient experience.



AI enhanced patient-physician interactions supported more meaningful engagement at the point of care.



Real-time documentation and streamlined workflows allowed physicians to focus more on the patient, not the computer.



Seamless AI-driven workflow integration improved efficiency, care coordination and the overall care experience.

*"I'm fully present with the patient now – no more juggling typing and conversation."*

– El Camino Health internal medicine provider

*"I save 20–30 minutes per day in charting. Complicated patients and hospital follow-ups are easier to navigate because the HPI is already captured in their own words."*

– El Camino Health primary care medical director

*"I won't have to stress about remembering every little detail in the room. It fits my workflow perfectly."*

– El Camino Health breast oncologist

## Restoring healthcare's human touch

El Camino Health's journey with Solventum Fluency Align shows what's possible when innovation is introduced thoughtfully and with the user in mind. The outcome: A scalable, repeatable model that brings the physician's focus back to the patient, improves efficiency and supports physician well-being. El Camino Health proved that technology, when deployed with intention, can make providers more present, not less, in the moments that matter.



## Contact Solventum today

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