

# Northwestern Medicine improves access to care, patient experiences, and clinician wellbeing while recognizing a return on investment with DAX Copilot for Epic.

**A study of the effectiveness of DAX™ Copilot for Epic at Northwestern Medicine**

The capabilities of DAX Copilot are part of Dragon Copilot.

# Results summary



We are already seeing the significant benefits of DAX Copilot as it is materially enhancing our ability to provide exceptional patient care by reducing the administrative burden on our physicians.

Doug King  
Sr. VP & CIO, Northwestern Medicine

Northwestern Medicine conducted a study of the effectiveness of DAX Copilot by analyzing their Epic Signal data.

DAX Copilot reduces administrative burdens by enabling clinicians to streamline documentation and clinical tasks which helps improve patient and clinician experiences, operational efficiencies, and financial outcomes.

The study revealed:

5

added appointments  
per provider, per month

3.4%

increased level  
of service (LOS)

112%

return on  
investment

88%

say it's easier to  
converse with patients

For more information about the study details, please see the legend on page 9.

# Goals

Northwestern Medicine sought to improve retention and stem attrition resulting from burnout, starting with the 38% of time spent on burdensome documentation.<sup>1</sup>

In addition to attrition reduction, the chosen solution needed to demonstrate value in the following areas:

## Digital Solutions Value Domains

### Experience

Positive impact on patient, provider, or employee experience

### Risk Avoidance / Reduction

Avoiding risk or reducing risks already present

### Cost Avoidance / Efficiency

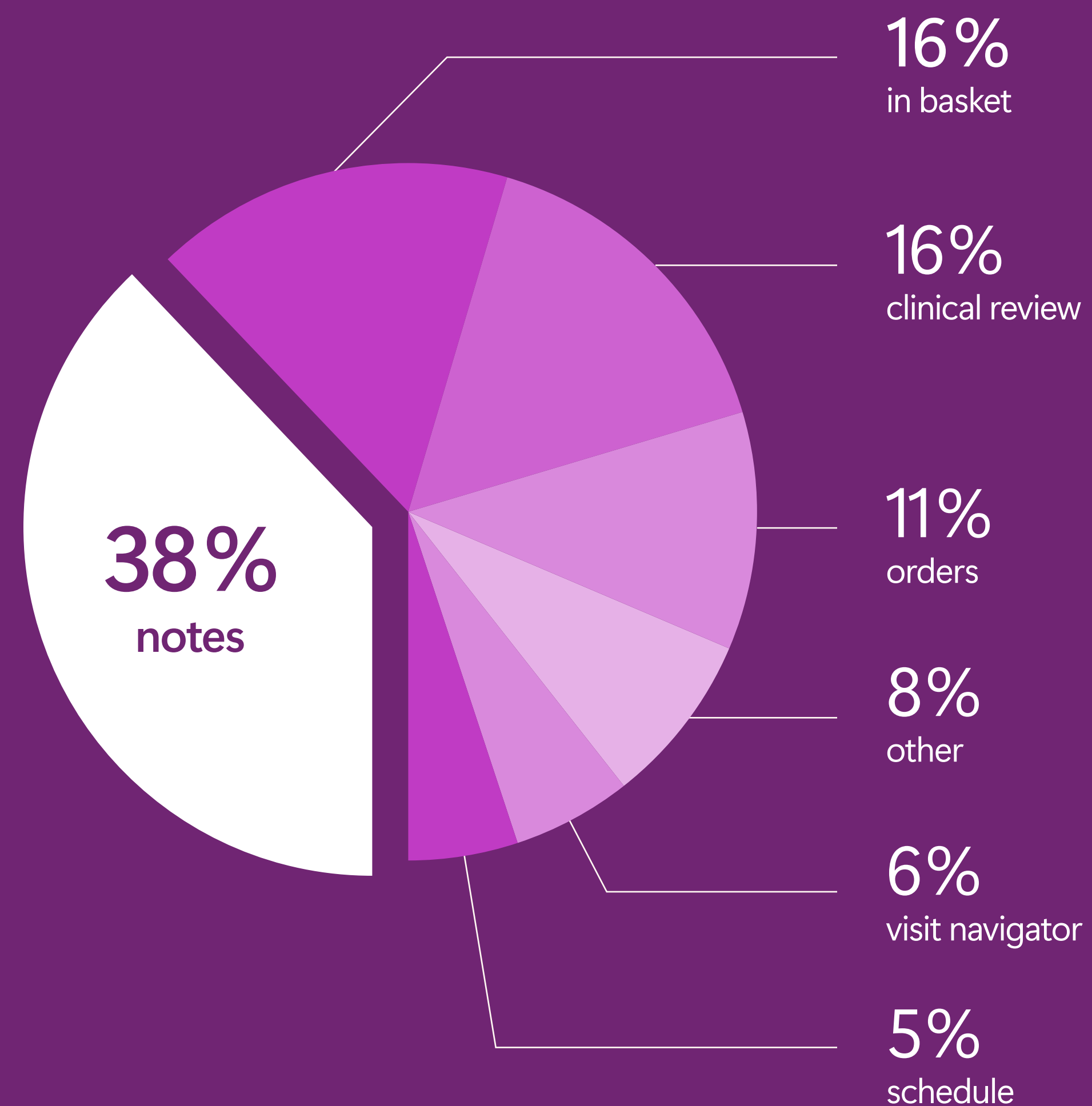
Avoiding costs or using existing resources in more efficient manner

### Revenue Capture

Capture of new revenue or revenue on the table

<sup>1</sup> Northwestern Medicine's Epic Signal data from January 2023-October 2024

## Clinician time spent in the electronic health record





# Why DAX Copilot

Northwestern chose DAX Copilot for Epic due to its proficiencies, which they have found is consistent with multiple products purchased throughout the Northwestern and Microsoft partnership.

With the advancements in technology and AI solutions, they felt that DAX Copilot is well-positioned to help them tackle the documentation burden faced by their clinicians.

Since launching the Dragon solution in September 2023, Northwestern has experienced multiple benefits including enhanced patient experience, improved operational efficiency, reduced provider burnout and an uptick of service charges.

Patient experience has been enriched. Clinicians are able to fully focus on patients and deliver high-quality and personalized healthcare experiences.

DAX has alleviated burnout and attrition by enabling clinicians to save time and streamline their schedule. Moreover, the solution has improved clinician's quality of life due to the reduction in administrative burden.



## Results

Increased access to care by 5 additional appointments per month, per provider.<sup>2</sup>

”

I love that I can have better eye contact with my patients as opposed to my keyboard. DAX Copilot allows me to be a better listener. I appreciate having my notes completed as I leave the exam room and have less charting that I need to do at night. It has given me a few hours back in my life a week!

Dr. Douglas Ambler

<sup>2</sup> Northwestern Medicine's Epic Signal data from January 2023-October 2024

Completed appointments per month increase

**+4.7 appointments**  
(3%)



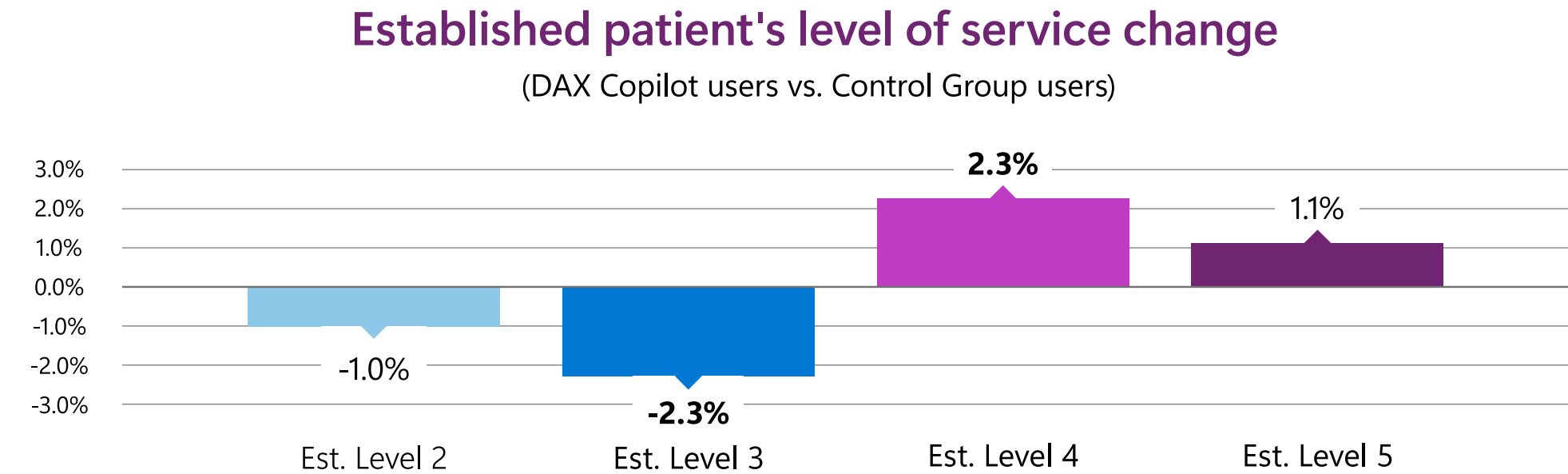


Increased level of service charges across visit types by enabling physicians to focus on patients and provide more complete and comprehensive care with documentation that accurately reflects the care provided.<sup>3</sup>

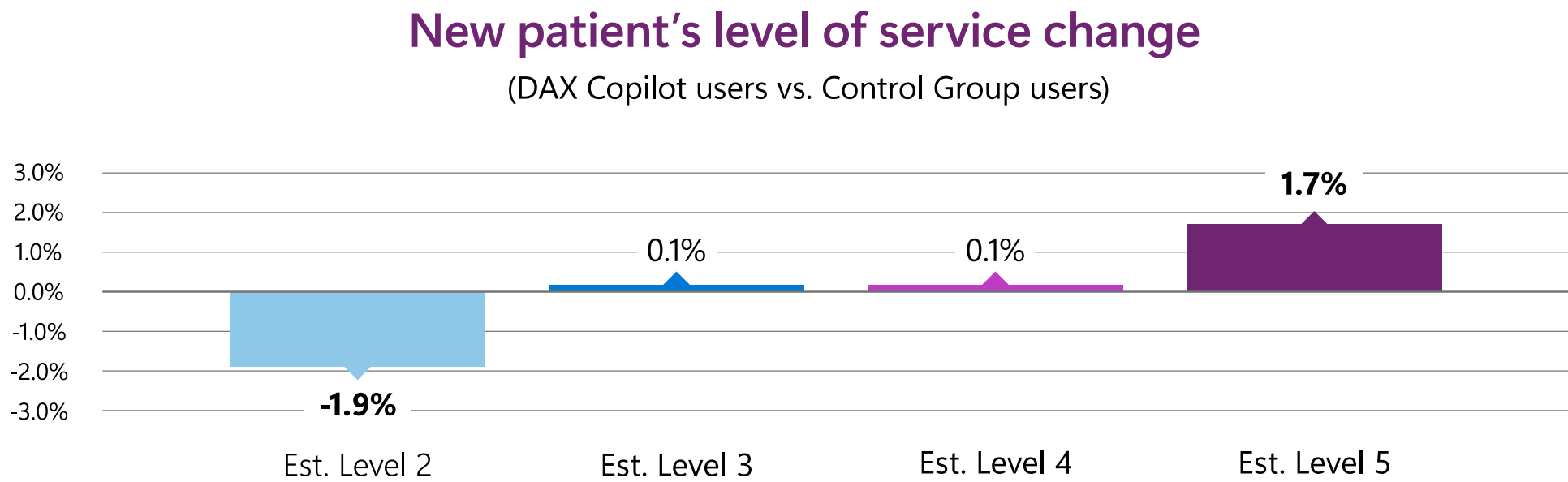
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Northwestern Medicine is committed to providing a superior work environment that promotes wellbeing. Implementing DAX Copilot allows our physicians to spend more quality time with our patients, focusing on their needs rather than on paper work and data entry.

Dr. Gaurava Agarwal, MD  
Chief Wellness Officer



| Level of Service | DAX Copilot users change | Control Group users change | Difference |
|------------------|--------------------------|----------------------------|------------|
| Est. Level 2     | -0.6%                    | 0.4%                       | -1.0%      |
| Est. Level 3     | -2.0%                    | 0.3%                       | -2.3%      |
| Est. Level 4     | 1.7%                     | -0.5%                      | 2.3%       |
| Est. Level 5     | 0.9%                     | -0.2%                      | 1.1%       |



| Level of Service | DAX Copilot users change | Control Group users change | Difference |
|------------------|--------------------------|----------------------------|------------|
| New Level 2      | -0.2%                    | 1.7%                       | -1.9%      |
| New Level 3      | 1.4%                     | 1.3%                       | 0.1%       |
| New Level 4      | -1.8%                    | -1.9%                      | 0.1%       |
| New Level 5      | 0.7%                     | -1.0%                      | 1.7%       |

<sup>3</sup> Northwestern Medicine's Epic Signal data from January 2023-October 2024

Northwestern Medicine created the following framework to evaluate the ROI of DAX Copilot.



DAX Copilot paid for itself and generated an additional 112% ROI at Northwestern Medicine.

#### ROI 1: Revenue Generation: Increase in Physician Productivity

Two factors contributed to higher productivity with DAX Copilot.

Increase in appointment volume

- 5 appt increase per month, per provider

Shift towards appropriate level of service charges

- 3.4% Uptick in Established Level 4/5 Visits
- 1.7% Uptick in New Patient Level 5 Visits

Productivity measured by work relative value units (wRVUs) to translate to financial impact.

#### ROI 1 Calculation

$$\begin{aligned} & (\text{DAX Copilot Avg wRVUs} - \text{Baseline Avg wRVUs}) \\ & \quad \times \\ & (\text{Avg Collections per wRVU} - \text{Avg Physician Comp per wRVU}) \end{aligned}$$

#### ROI 2: Cost Avoidance: Reduction in outsourced Scribe Costs

Some outpatient areas currently deploy an outsourced scribe solution, DAX could replace these expensive scribe services.

#### ROI 2 Calculation

Cost of Scribes

#### ROI 3: Cost Avoidance: Reduction in Physician Turnover Costs

Given positive feedback from many of our DAX Copilot Users on factors that contribute to burnout like reduced time in notes and reduced mental strain.

According to the AMA it costs between \$800,000 and \$1.3M to replace a physician that has left the organisation\*

#### ROI 3 Calculation

$$\begin{aligned} & \text{Provider Retention Improvement \%} \\ & \quad \times \text{ \# DAX Users} \\ & \times \text{ \# Cost of Provider Turnover} \end{aligned}$$

$$(\text{ROI 1} + \text{ROI 2} + \text{ROI 3}) - \text{Cost of DAX} = \text{Overall ROI generated by DAX}$$



In a survey sent to Northwestern Medicine  
DAX Copilot users:<sup>4</sup>

80%

say they are less likely to  
leave medicine and their  
organization

88%

say they can more easily  
converse with patients

92%

say DAX Copilot  
is easy to use



”

I use DAX for >90% of my visits.  
My patients love that I can look directly  
at them, they feel more heard and cared for.  
At the end of the day, I know I have all of  
the information I need to complete my  
note in a much more timely fashion.

Dr. Cheryl Wilkes

<sup>4</sup>Microsoft survey of clinician users of DAX Copilot for Epic at Northwestern Medicine; July-August 2024



## Legend:

**DAX Copilot users** = 159 clinicians with utilization of DAX Copilot for at least 10% of encounters. (142 Physicians, 9 Advanced Practice Registered Nurses, 7 Physician Assistants, and 1 Nurse Practitioner. 55 Family Medicine, 50 Internal Medicine, 10 Pediatrics, and 44 across other specialties).

**Control** = 157 clinicians who aligned on specialty, provider type, and visit volume with the DAX user set.

**Baseline** = For DAX Copilot users, the 3 months of data directly preceding the provider's initial usage of DAX. For the control group May-July 2024.

**Study period** = August-October 2024. The most recent set of Epic Signal data available.

This study does not reflect an endorsement by Northwestern Medicine of the DAX Copilot product.

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