



Emerging Company Spotlight

Suki Assistant 2024

Improving Clinician Well-Being and Efficiencies
through Ambient Speech AI Technology

Suki®

Suki Assistant: Improving Clinician Well-Being and Efficiencies through Ambient Speech AI Technology

Why This Spotlight?

The recent rise of generative AI in clinical documentation has led many healthcare organizations to look at ambient speech products to decrease non-clinical work and burnout for physicians. Suki leverages machine learning and large language models to power their solution's voice-enabled, fully automated generative AI. The Suki Assistant solution generates clinical notes in real time and provides capabilities such as audibility features and code suggestions. This report examines the experience and satisfaction of Suki customers, including healthcare leaders and physician users.

What Does Suki Assistant Do?

(a customer explains)

"Suki provides an ambient listening solution that is bidirectionally integrated with our EHR. The system reduces providers' cognitive burden and facilitates more patient-facing engagement in each encounter. The software documents the relevant facts appropriately in the appointment notes according to the template while allowing the provider to modify things as needed."

—Director

Bottom Line

Respondents indicate the reduction in documentation time from using Suki Assistant has resulted in various outcomes, including decreased burnout and improved same-day closures. Interviewed customers praise the quality of Suki's initial and ongoing support, and many appreciate Suki's partnership and engagement with customers on developing enhancements. Respondents are eager for deeper EHR integration, specifically further improvement to workflows and increased verbal command possibilities. While many are satisfied with the note accuracy, some desire better specialty-specific quality and personalization capabilities.

Key Competitors (as reported by Suki)

Nuance

Number of Customers Interviewed by KLAS

22 individuals from 15 organizations (Suki shared a list of 23 unique organizations; the list represents 100% of the customers that were eligible for inclusion in this study at the time of data collection)

Top Reasons Selected

Cost, fully automated generative AI technology, innovative partnership, quality of support, EHR integration, prior relationship with vendor

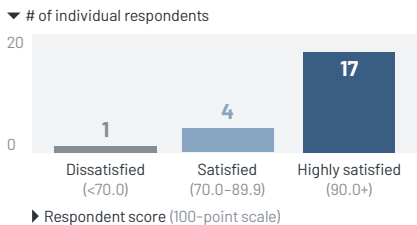
Survey Respondents—by Organization Type



Suki Assistant Customer Experience: An Initial Look

Distribution of Overall Performance Score

Based on individual respondents, not unique organizations



Key Performance Indicators

Supports integration goals	Product has needed functionality	Executive involvement	Likely to recommend
A* (n=13)	B* (n=14)	A+* (n=13)	A (n=15)
Software grading scale (1–9 scale)			
A+ = 8.55–9.0	B+ = 7.65–7.91	C+ = 6.75–7.01	D+ = 5.85–6.11
A = 8.19–8.54	B = 7.29–7.64	C = 6.39–6.74	D = 5.49–5.84
A- = 7.92–8.18	B- = 7.02–7.28	C- = 6.12–6.38	D- = 5.22–5.48
F = <5.22			

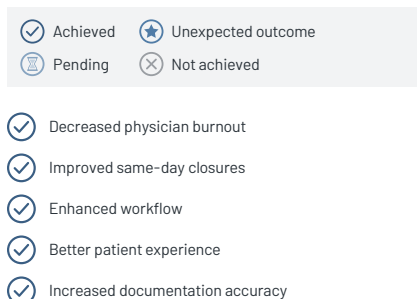
*Limited data

Would you buy again? (n=15)
Percentage of respondents who answered yes



Note: Percentages are calculated based on individual respondent counts, not unique organizations.

Outcomes Expected by Customers



Adoption of Key Functionality/Services

Percentage of interviewed organizations using functionality/services (n=14)

Comprehensive service & support: Suki leads entire process—from implementation to ongoing support—with minimal IT resources from the customer; Suki provides onboarding and workflow consultations, and the support team is available 24/7/365

Suki Assistant: AI assistant helps with administrative tasks including ambient documentation, coding, and answering questions by retrieving EHR information

Bidirectional EHR integration: Suki Assistant integrates with major EHRs (e.g., athenahealth, Epic, MEDITECH, Oracle Health); solution pulls information from EHR, incorporates it in the note, and pushes information back to relevant sections once note is completed



Time to See Outcomes



Strengths

Speed and quality of note generation are reducing manual and cognitive burden for most users

"Suki Assistant has reduced providers' stress levels, and same-day closures are much improved and easier to do. The system has not disrupted my workflow, and that is my main criterion for adding any product to my current work process. In fact, the system has sped up documentation. It makes it much easier to provide detailed documentation of patient visits. Suki Assistant can transcribe my speech into something that accurately conveys what I said, and it has a very low error rate and requires little correction or editing." —Medical director

Physician users feel listened to and see Suki continually developing the product

"Suki's key strength is keeping up with the changes that are happening with both the demands on healthcare and documentation. The vendor listens to the users. We are paying for the product, and the vendor wants to make sure that we are getting the most out of it. They are very responsive to anything that we have issues with, and they seem to implement our suggestions." —Physician

Initial and ongoing support viewed as a differentiator

"The ongoing service from Suki has been excellent. . . . Support is available by email or in the application, and there is a personal chat function within the application as well. We had virtual and in-person training that was very good. The trainers were very knowledgeable about the system's interface with our EHR, about the physician workflow, and about the product itself." —Physician

Opportunities

Customers desire Suki and EHR vendors to continue to deepen integrations, including increasing verbal commands in the EHR

"The last frontier for all of these different new systems is going to be getting the access to actually change functionality in our EMR. There is the capacity and technology available for Suki to do everything so that I could speak an order and have it automatically put in. But that would require our EMR vendor to give Suki access. Some EMR vendors aren't really allowing Suki to get to the point where they can cause operational change. That is what needs to be allowed because I want to just talk about my plans and have a true virtual scribe place the orders." —Physician

Several respondents want Suki to continue to expand specialty-specific capabilities and develop more individualized note generation

"Suki Assistant has not worked really well with some specialties yet. The improvement that they could make would be to make it more focused on the specialties, especially the ones that we treat because the product doesn't catch much of the stuff with physical exams." —Physician

Points to Ponder

What Does a Customer Need to Do to Be Successful with This Solution?

Customers explain

- **Users need to exercise patience and be willing to adapt to the new workflow:** *"I would tell someone implementing Suki Assistant to give it about a week to really get used to the workflow of the order in which they open a note, have AI running during the meeting with the patient, and then submit the note and to let the system get integrated into the workflow and routine of the clinic visit. Once that routine is there, I can't imagine going back to a regular office visit."* —Physician
- **Fully utilize the training and support offered by Suki:** *"I would advise others implementing Suki Assistant to accept all of the meetings that are offered by Suki in order to get a good understanding of the product and how it will benefit their team."* —Physician
- **Be transparent with Suki around enhancement opportunities:** *"I would tell anyone considering Suki to be honest with the vendor about what is missing. Suki is a partner who is going to try to make things work."* —Director

Suki explains

- **Have sufficient resources for the program** to create a foundation for success; include leadership support, project management/coordination, IT (to support integration and testing), clinical informaticists (to advise on workflows), and an analyst to provide data for assessing impact.
- **Commit to a sizeable initial cohort of users** (a minimum of 50 is recommended) and **set expectations with pilot users** around minimum usage requirements (at least 50 notes per user) and the need to invest in optimizing their workflows with Suki. This helps ensure users quickly overcome the learning curve and that the organization has sufficient feedback/data to assess the solution's impact.
- **Work with Suki to define success** and how success will be evaluated (typically using a combination of objective metrics and provider perception through surveys).
- **Establish a pilot cohort** which covers the breadth of targeted specialties with co-location of initial users (two to three in a specific specialty/location) to support co-learning. Ensure the pilot cohort includes providers with opportunities to improve on any key levers identified in defining success.
- **Ensure that time is set aside by users for a brief initial training session and at-the-elbow shadowing** for users to reinforce learnings and enable the rapid optimization of templates.

Other Relevant Commentary

"I would tell a customer implementing Suki Assistant that the implementation is not hard. Suki takes care of a lot of stuff. Even our analysts felt like they didn't do much to turn the system on beyond turning on the interfaces, making some test patients, and allowing the Suki team to test the push and pull integrations." —CMIO

"Suki has been great about their system updates. One of the more recent things I have noticed is that the system will give us suggestions of ICD-10 codes when we are in ambient mode. It has been nice to do things from the app and have the system suggest the codes." —Physician

"I like the whole ability to create the summary and the fact that the software can tailor the patient instructions in more plain language; it actually makes that distinction between medical knowledge and parts that are going to go to the patients. The system makes everything very readable. I like that Suki is there when and if we want them to be there, but they are not always in our hair about things. They have been very helpful when I have been trying to make my workflow smoother, and they have jumped on virtual meetings with me and walked through what I am doing and what they have heard other people are doing." —Physician

Suki: Company Profile at a Glance

Founder

Punit Soni

Year founded

2017

Headquarters

Redwood City, CA

Number of customers

23 unique organizations eligible for inclusion in this study at the time of data collection; 72 total (live and under contract)

Number of employees

150

Funding

Suki is a Series C company (\$95M raised to date) with plans to raise another round in the near future

Revenue model

Subscription service, with users paying a monthly subscription fee

Healthcare market

National (US)

Target customer

Health systems and independent medical groups that have identified burnout/administrative burden on clinicians as a priority to address

Typical decision-makers

CIO, CMIO, CMO, other clinician leaders



Healthcare Executive Interview

Punit Soni,
CEO & Founder

Why was Suki started?

Soni wanted to work on a challenge that has broad societal impact—and healthcare is a universal industry that affects every person. He spent months shadowing clinicians and in that time noticed that the clinician was often the most distracted person in the appointment. Rather than giving patients their full attention, clinicians had to face a computer and type in the EHR, trying to keep up with their overwhelming administrative responsibilities. Based on his previous experience, Soni felt that technology (e.g., voice, mobile, AI) could make a meaningful difference in lifting the administrative burden from clinicians—and thus, Suki was born.

How would your customers describe your solution?

Suki Assistant is an enterprise-grade AI assistant for clinicians. It helps save time on tedious administrative tasks, like clinical documentation (by ambiently listening to patient-clinician conversations and automatically generating note suggestions), coding, answering questions, and dictation. Suki is built to serve the needs of health systems—it has deep, bidirectional integration with all major EHRs, is designed for AI safety, scales across organizations of all sizes, is deployed with minimal resources needed from client IT teams, and delivers positive ROI quickly.

What is Suki’s biggest differentiator?

Suki offers a true assistant—we aim to help clinicians with all their administrative tasks. We started with clinical documentation (the biggest administrative pain point) and have added other capabilities over time, including coding (ICD-10 and HCC) and the ability to answer questions like, “What medications is my patient taking?” We will continue to add skills to make the Suki solution more assistive.

Solution Technical Specifications Information provided by Suki

Cloud environment

GCP

Development platform

C, Golang, Python, Java

Database environment

MySQL

Mobile application environment

Mobile apps in Apple and Google stores

Security platform

SOC 2, HIPAA, NIST

Confidentiality

HIPAA, BAA with OpenAI

Data encryption

AES-256, at rest and in transit

Integration approach

FHIR/private API, HL7 over HTTP—implemented via microservices and Mirth Connect

HITRUST certification

No

Data used to create data/test models

Clinical

Source of the data

Combination of de-identified customer data and proprietary data to train models

How often are AI models trained to improve accuracy?

Regularly

Report Information

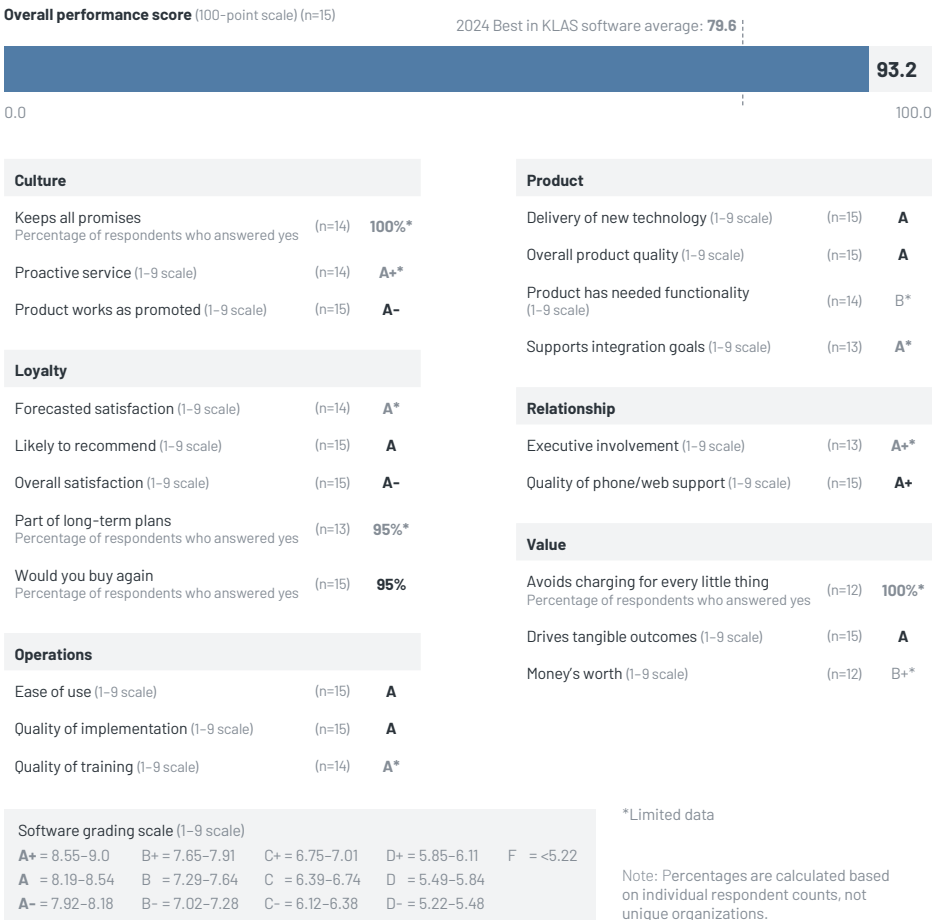
Sample Sizes

Unless otherwise noted, sample sizes displayed throughout this report (e.g., n=6) represent the total number of *unique customer organizations* that responded to a particular question. Some respondents choose not to answer all questions, meaning the sample size may change from question to question.

Sample sizes of 15+ unique organizations are considered fully rated. When the sample size is 6–14, the data is considered limited and marked with an asterisk (*). If the sample size is 3–5, the data is considered emerging and marked a double asterisk (**); no overall performance score is shown for emerging data. No data of any kind is shown for questions with a sample size of less than 3. Note that data marked as limited or emerging has the potential to change significantly as additional surveys are collected.

Suki Assistant Performance Overview

All standard software performance indicators



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Our Mission

Improving the world's healthcare through collaboration, insights, and transparency.

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KLAS data and reports represent the combined candid opinions of actual people from healthcare, payer, and employer organizations regarding how their vendors, products, and/or services perform against their organization's objectives and expectations. The findings presented are not meant to be conclusive data for an entire client base. Significant variables—including a respondent's role within their organization as well as the organization's type (rural, teaching, specialty, etc.), size, objectives, depth/breadth of software use, software version, and system infrastructure/network—impact opinions and preclude an exact apples-to-apples comparison or a finely tuned statistical analysis.

KLAS makes significant effort to identify all organizations within a vendor's customer base so that KLAS scores are based on a representative random sample. However, since not all vendors share complete customer lists and some customers decline to participate, KLAS cannot claim a random representative sample for each solution. Therefore, while KLAS scores should be interpreted as KLAS' best effort to quantify the customer experience for each solution measured, they may contain both quantifiable and unidentifiable variation.

We encourage our clients, friends, and partners using KLAS research data to take into account these variables as they include KLAS data with their own due diligence. For frequently asked questions about KLAS methodology, please refer to klasresearch.com/faq.

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Note

Performance scores may change significantly when additional organizations are interviewed, especially when the existing sample size is limited, as in an emerging market with a small number of live clients.