

Transforming APP Practice in Oncology: Real-World Impact of Ambient AI on Documentation, Compliance, and Burnout

Authors: Eileen Vella, MS, PA-C; Lucio Gordan, MD; Tamera Daily, MSN, ACNS-BC; Aimee Brown, MSN, FNP-BC, AOCNP

Background

Advanced practice providers (APPs) play a critical role in delivering oncology care, yet documentation burden associated with electronic medical records remains a significant driver of inefficiency, after-hours work, and clinician burnout. Ambient artificial intelligence (AI) scribe technologies have emerged as a potential solution by generating clinical documentation from real-time clinician patient interactions, with the goal of reducing administrative burden and improving workflow efficiency. While early adoption suggests potential benefits, there is limited real-world evidence on the impact of ambient AI in community oncology practice. This study aimed to evaluate the real-world impact of ambient AI implementation on documentation efficiency, compliance, and clinician experience among APPs in community oncology practices.

Methods

We conducted a multi-site observational analysis of ambient AI tool implementation across three community oncology practices. Outcomes included incomplete charting rates, documentation time per note, and survey-based measures of clinician experience. Pre- and post-implementation data from 2025 to 2026 were compared to evaluate changes in documentation efficiency, compliance, and clinician experience in real-world oncology settings.

A total of 85 APPs across the three practices provided feedback on the impact of ambient AI on daily operations, including documentation burden and burnout.

Results

Following implementation of ambient AI, practices demonstrated significant improvement across documentation compliance, efficiency, and adoption. Incomplete notes were reduced by 73%-81% across practices, average documentation time decreased by 53%-66%, and early adoption reached 75% during the initial implementation period.

In Practice A, this included a 67% reduction in complete notes at 3-5 days, a 75% reduction in outstanding notes >10 days, and complete elimination of notes aged 6-9 days. Practice C demonstrated similar directional improvement within the first 2 months, reinforcing the consistency and speed of impact across sites.

Among 85 APP respondents, 81% reported improved well-being and reduced risk of burnout, 95% expressed confidence in AI-generated documentation quality, 97.5% indicated intent to continue using ambient AI, and 96% recommended ambient AI use to their peers. APPs also reported increased face-to-face time with patients and improved ability to focus on clinical decision-making. Improvements were consistent across compliance, efficiency, and provider experience domains.

Conclusions

Ambient AI scribe implementation was associated with substantial improvements in documentation efficiency, timely chart completion, and APP experience across community oncology practices. These findings highlight meaningful implications for regulatory compliance, revenue integrity, and workforce sustainability, with downstream potential to improve charge capture and expand provider capacity. As adoption expands, ambient AI has the potential to fundamentally reshape care delivery by enabling APPs to operate at top-of-license while reducing administrative burden.