



Harnessing AI to Advance Oncology Care at Eisenhower Health

Learn about Eisenhower Health's early results
with Memora Health using AI to optimize
oncology care journeys for patients and care teams.



The Challenge

Delivering effective oncology care is complex. Patients need to juggle robust treatment plans with attending numerous clinical visits and confronting challenging symptoms. Oncologists and care teams must monitor individuals closely to ensure they follow their care plans and report any changes in their symptoms.

If important steps or interventions are missed during the process of managing cancer care — such as skipping medications¹ and missing doses — proper treatments can be delayed, symptoms can worsen, and, ultimately, outcomes can be impacted.

Understanding how complicated delivering effective oncology care can be, Eisenhower Health's team embarked on an initiative to simplify care management for patients, improve data collection, and optimize workflows for care teams to support positive patient experience. And they knew technology had to be at the center of this mission.

To adequately reach its objectives, Eisenhower Health prioritized transforming how they delivered electronic patient reported outcome (ePRO) surveys, intelligently automating symptom support, and streamlining data collection and patient triaging for care teams.



Simplify complex
cancer care journeys



Enhance outcomes
for oncology patients



Support care teams with
optimized workflows

¹The Importance of Medication Adherence in Patients with Chronic Hematologic Malignancies. (n.d.). Journal of Oncology Navigation & Survivorship. <https://jons-online.com/special-issues-and-supplements/2019/best-practices-in-hematologic-malignancies-december-2019-vol-10/2729-the-importance-of-medication-adherence-in-patients-with-chronic-hematologic-malignancies>



The Solution

To ensure reliable and consistent symptom support, Eisenhower Health's oncology patients would need accessible, always-on care support that could aid in helping individuals self-manage care. Importantly, the specific type of assistance required had to provide both proactive and reactive guidance.

For care teams, simplifying workflows meant automating time-consuming, manual tasks such as ePRO survey administration and patient outreach. It also entailed streamlining data collection and organization to ensure clinicians had the information they needed to intervene effectively when patients reported concerning events.

Leadership at Eisenhower Lucy Curci Cancer Center decided to partner with Memora Health to make their vision a reality. Specifically, Memora's conversational AI was a principle reason for the health system initiating this collaboration to launch its custom SMS-based care assistant — "Lucy." Using text messaging to reach patients, it leveraged conversational AI to answer questions about symptoms and side effects. It also regularly checked in to monitor patient statuses and deliver ePRO assessments. On the provider side, care team members were equipped with an EHR-integrated dashboard displaying longitudinal views of care journey data, as well as automated triaging to help prioritize patient-reported concerns.



Empower patients to self-manage their care journeys



Unburden care teams from manual patient outreach



Improve and automate medication adherence support



The Results

Eisenhower Health's novel care assistant, Lucy, was deployed in support of medical oncology care in late 2023. Early results from patients enrolled to use this new technology have already begun to show positive trends. Notably, medication adherence survey completion among patients remains at 80% at 18 weeks — meaning the majority of individuals engaged with Lucy well into their care journeys. Of those who completed surveys, 85.6% of reporting patients fully adhered to their medication plans.

From a user experience perspective, Lucy's cumulative NPS sits at 64 — a rating landing in the “Excellent” range that suggests Eisenhower Health's platform is well-perceived by patients. When it came to helping patients understand and navigate emerging symptoms, around 70% of ePROs didn't require escalation or extra attention, indicating the Memora-powered Care Program might have helped patients self-manage their concerns.

Memora Health looks forward to monitoring and reporting on how this program evolves as it expands its user base and generates insights.

Want to see what Memora's platform can do for your organization?

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85.6%

medication adherence
among reporting patients

70%

of reported ePRO
symptoms were managed
by Memora's platform

64 NPS

reported from
enrolled patients

Memora-ble Moments

“Great communication between Lucy and my Oncologist. I feel a great deal of confidence that Lucy is communicating changes in my [medication tolerance] and my doctor addresses these concerns promptly. I feel well looked after.”



Oncology patient using Eisenhower Health's
Memora-powered platform