



OPPORTUNITY

In place of fragmented systems and workflows, UC CHRISTUS seized the opportunity to define fully connected care that uses AI to ease clinical burdens.

INNOVATION

PRISMA, a unified technology initiative, advancing clinical needs instead of simply upgrading technology.

SOLUTION

UC CHRISTUS created a unified, up-to-date EHR as the sole clinical truth about its patients, enhancing continuity and safety, with clinicians leading the way.

IMPACT

Unified and shared patient data; enabling experimentation; and introduction of AI and smart scaling of services with PRISMA IA 2.0.

PRISMA: Transforming Care Through a Clinically-Led, Enterprise-Wide EHR Program

UC CHRISTUS was challenged by moving from fragmented clinical systems and workflows still dependent on paper toward enterprise-wide digital connections. Sheer scale made a common digital foundation, continuity of care, and consolidation of dispersed information essential. The PRISMA initiative, envisioned as a clinical transformation, not a technology upgrade, and led by the Medical Directorate, involved clinical, operational, and technology teams. Simultaneously, the rise of AI opened another opportunity: parallel and complementary, PRISMA IA 2.0: Data for Better Health aims to reduce administrative burdens and support patient focus with AI tools.

Data Integration Becomes Efficient and Fully Digital, Lowering Costs

PRISMA has meaningfully standardized processes and improved efficiency of care. A single electronic health record (EHR), based on **InterSystems TrakCare, HealthShare with Enterprise Master Person Index, and Health Connect**, integrates real-time clinical information across multiple settings, including emergency, inpatient, outpatient, surgical, and ancillary services. Reduced paperwork, chart transfers, and transitional systems have saved close to US \$200,000 annually and lowered the implementation budget by 10%. Beyond financial benefits, PRISMA has laid a common digital foundation, while strengthening innovation capacity. UC CHRISTUS is now a reference for digital health in Latin America.

A Real-Time, Standardized EHR Under Clinical Governance, Enhanced by AI

PRISMA is an institution-wide transformation combining an enterprise EHR with a clinically-led governance model. InterSystems technology helped to replace

“Approaching PRISMA as a clinical transformation governed by the Medical Directorate, rather than only as a technology implementation, was a central factor in its success. PRISMA enabled UC CHRISTUS to move toward a single, enterprise-wide EHR, available in real time, strengthening continuity of care and patient safety.”

*Digital Systems and
Innovation team,
UC CHRISTUS*

siloed, manual processes with a single EHR. Design, implementation, and adoption remained close to clinical needs. Under external and internal leadership, teams progressively moved from learning to autonomous adaptation. PRISMA IA 2.0 supports clinical documentation with AI. Ambient listening and voice-enabled tools now capture and interpret physician-patient conversations, helping to generate medical histories and clinical records. Together, PRISMA and PRISMA IA 2.0 represent a disciplined digital transformation: first, standardizing a foundation; then, adding innovation capabilities.

Key Features

- **An enterprise-wide EHR** unified previously fragmented clinical workflows into a single platform, available in real time across different care settings. This enabled clinical teams to access consistent and up-to-date data throughout the care process.
- **Clinically-led governance** ensured that project decisions responded to clinical needs rather than solely to technology criteria. This model supported clinical engagement and progressive adoption across a high-complexity care network.
- **Phased deployment** reduced risk and allowed proper digestion of lessons learned. The internal team absorbed knowledge gained during the initial phases, so implementation could be scaled and replicated across different centers and services with greater autonomy and sustainability.
- **Exploratory application of AI tools to clinical documentation** through the complementary PRISMA IA 2.0. Pilots of ambient listening and voice-enabled documentation test reduction of administrative burdens on healthcare professionals, allowing them to dedicate more time to patients.

About the Winner: UC CHRISTUS

UC CHRISTUS, one of Chile’s leading high-complexity healthcare networks, delivers more than one million outpatient encounters annually across more than 500 hospital beds and supported by more than 6,500 clinical and administrative professionals. It comprehensively combines outpatient, inpatient, surgical, emergency, diagnostic, and ancillary care. Its purpose is to bring excellent healthcare closer to those who need it most, focusing on safe, continuous, and person-centered care.

About the InterSystems Impact Awards, Selected by an MIT Panel

Each year select client organizations are recognized at the InterSystems READY conference for projects driving positive change. Nominations are evaluated by independent judges from MIT on three criteria:

- **Makes a meaningful difference**
- **Breaks new ground**
- **Sets an example**

To learn more about the InterSystems Impact Awards visit

<https://www.intersystems.com/intersystems-impact-awards-2026/>