

# Gardner Health Services Unlocks 75% Productivity Gains By Securing Employee GenAI Use



## Overview of Gardner Health Services

Gardner Health Services has deep roots in the Santa Clara and San Mateo counties, serving over 46,000 patients annually. Originating as community clinics for underserved populations in the 1960s, it has since evolved into a comprehensive healthcare network, emphasizing community and patient-centric care.

### Summary

Setting a standard for secure AI in healthcare to improve productivity, ensuring HIPAA compliance, safeguarding sensitive data, and reducing grant-writing time.

 **75%**  
Productivity Gains

 **PHI**  
Protection

## BUSINESS OBJECTIVES FOR GENERATIVE AI ADOPTION

As a healthcare organization, Gardner Health Services sought to increase workforce productivity without compromising patient health information or violating stringent HIPAA regulations. The potential of generative AI to enhance efficiency was evident, but significant concerns surrounded data security. Jesus Aranda, Director of Information Technologies and Security Officer at Gardner, highlighted their primary objective:

**"Our goal was to provide a productivity tool that enables every employee to use AI efficiently while ensuring compliance and protecting patient information."**

## SECURITY AND COMPLIANCE CONCERNS

One of Gardner's key challenges was balancing employee enthusiasm for AI tools with security concerns. Generative AI's power to quickly create content based on user inputs could inadvertently lead to the exposure of Protected Health Information (PHI) and Personally Identifiable Information (PII). Aranda described the dilemma:

**"We quickly realized that even with well-meaning staff, there was potential for PHI exposure. Our security policies could not allow for unmitigated use, but we also saw the productivity potential AI brought."**

This balancing act led Gardner Health leadership to look for a solution that met regulatory and internal security standards without limiting employee productivity.



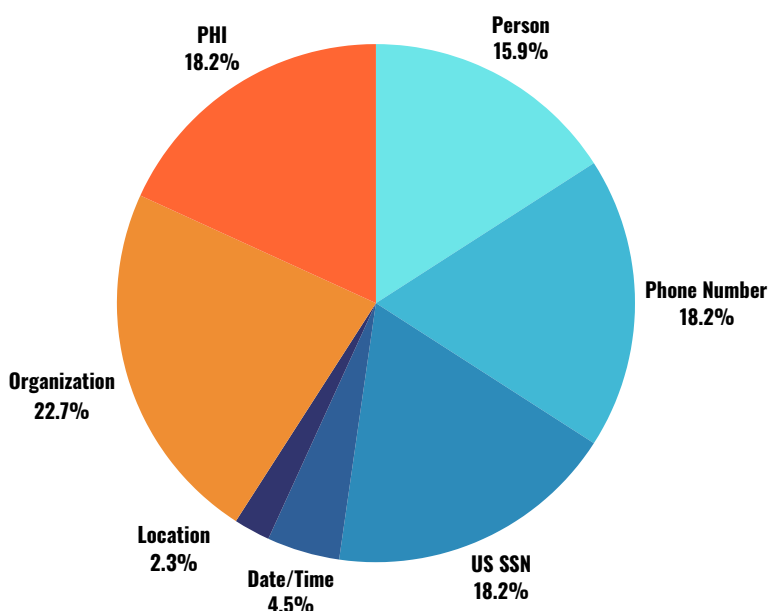
# EVALUATION OF DYMIUM GHOST AI

Gardner selected Dymium Ghost AI for a pilot program to address this challenge. Dymium offers a secure GenAI portal, where sensitive data is protected as it flows between the user and the Large Language Model (LLM). It anonymizes data before sending it to the LLM and re-inserts the real data seamlessly into the response, ensuring safe and compliant use of GenAI without sacrificing user context. Dymium gives Gardner Health employees the option to use OpenAI's ChatGPT, Anthropic's Claude, Microsoft's Azure AI, or Google Gemini through the Dymium chat interface.

Their marketing and development departments, including Maribel Montanez, Director of Development, Marketing & Outreach, were central to this evaluation. Montanez shared, "We initially used ChatGPT for developing communication pieces and writing grants, but it was quickly shut down due to security risks." With Dymium, Gardner found a solution tailored to the healthcare context, equipped with advanced data security and compliance mechanisms to protect PHI.

During the evaluation, Dymium's tools proved highly effective. Montanez recounted her experience: "I used Dymium to write grants that usually took me eight hours; with AI assistance, it became a two-hour project. It didn't just speed things up; it did an incredible job of contextualizing and even suggesting budgets."

The initial one month pilot involved 12 users and 382 logins, during which 4,000 instances of PII were safeguarded from being sent to an external LLM. The protected PII was then securely reinserted into the output of the prompts. From a security standpoint, this means that over 10 pieces of sensitive information were protected per login, averaging 333 pieces of PII per user of generative AI.



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**-Maribel Montanez**

Director of Development, Marketing & Outreach,  
Gardner Health Services

## MEASURABLE BUSINESS BENEFITS

The impact of Dymium AI was profound. Gardner's marketing department achieved a 75% productivity increase in grant writing, reducing the time to complete complex grants from eight hours to two per grant. The system's capability to generate budgets and contextualize data provided additional efficiencies. Importantly, all communications and data processing remained compliant with HIPAA and internal security policies, allowing Gardner to utilize AI securely. Montanez emphasized the productivity leap:

**"We saved countless hours while still maintaining the quality and contextual depth required for grant applications. This led to successful grant approvals, and ultimately, better resources for our community health initiatives."**

## MOVING FORWARD WITH GENERATIVE AI

As Gardner expands the use of Dymium AI across departments, the organization envisions a future where all employees benefit from generative AI while maintaining rigorous data security. While the marketing team was the focus of the initial pilot, Gardner Health envisions expanding use to clinicians and mental health professionals in the future. Montanez noted,

**"I want my entire staff to have access to this tool because it empowers us to serve our community better without compromising data integrity or patient trust."**

## CONCLUSION

Gardner Health Services' experience illustrates the transformative power of tailored AI solutions in sensitive industries. By leveraging Dymium AI, they balanced productivity gains with compliance, setting an example for secure, effective generative AI use in healthcare.

**"Dymium enables us to innovate while remaining vigilant stewards of our patients' data—a balance that is vital in today's healthcare environment."**

**-Jesus Aranda,  
Director of Information Technologies and Security Officer,  
Gardner Health Services**



**75% Productivity Gains**



**Protect Patient PHI**



**Maintain HIPAA Compliance**



**Enhanced Grant Outcomes**



**Scalability Potential**

