

What Can AI Do for You? Improving the Primary Care Physician Experience Using an Artificial Intelligence Ambient Scribe

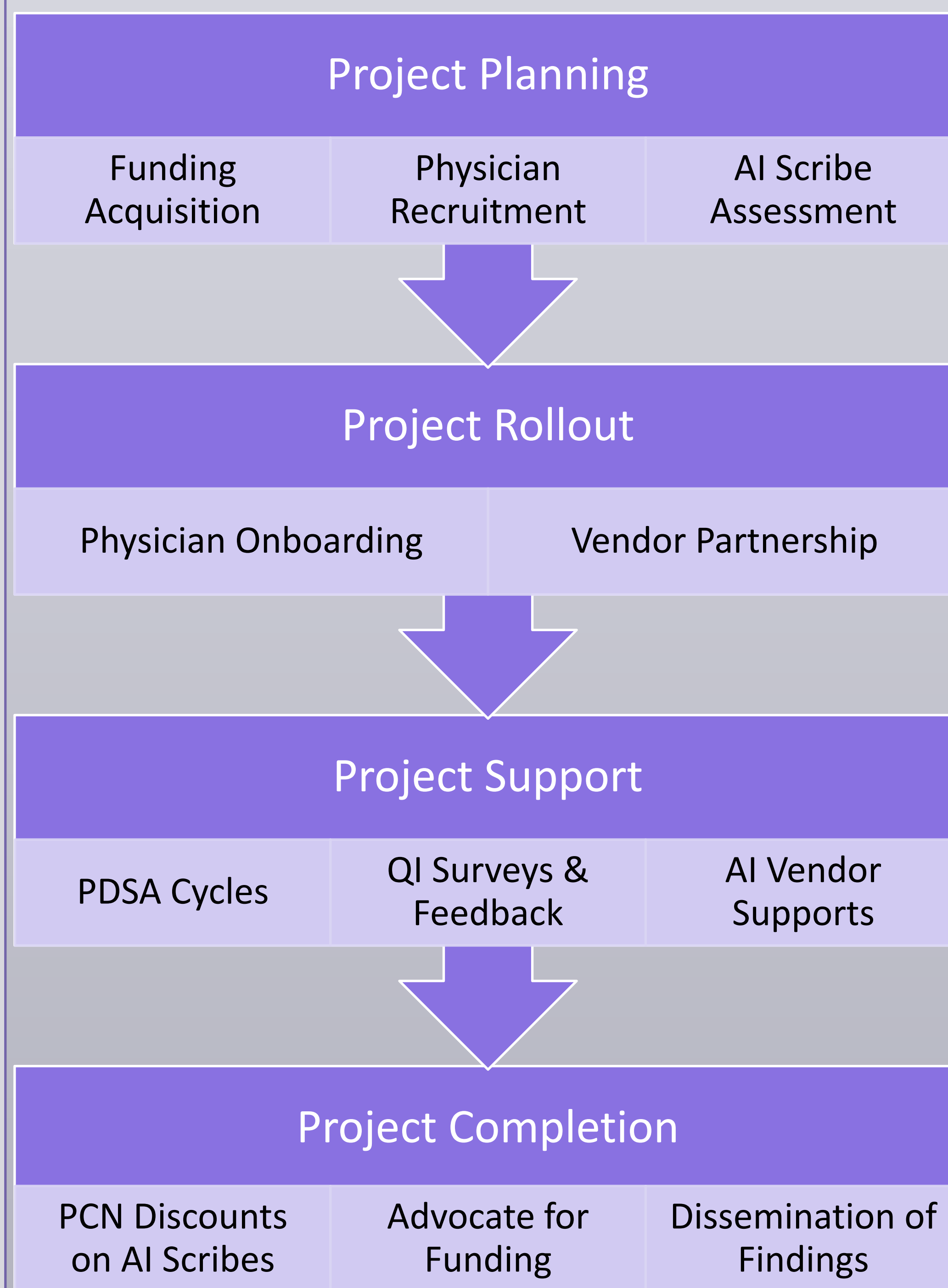
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BACKGROUND & PROJECT OUTLINE

- 2.3 million Ontarians do not currently have a family doctor and burnout has led many family doctors to leave comprehensive primary care¹
- An overwhelming administrative burden is one reason for the level of burnout with the average family doctor spending about 19 hours per week on paperwork²
- Ambient artificial intelligence (AI) scribe programs have emerged as a potential tool that reportedly decrease time spent charting and improve provider satisfaction³
- A joint project between the North York Toronto Health Partners OHT Primary Care Network (PCN) and the North York General Hospital Department of Family and Community Medicine (DFCM) was undertaken to provide office-based family physicians with access to an ambient AI Scribe tool for 6 months at no personal cost
- Quality improvement data was collected at baseline and routinely through a 6-month period

PROJECT DEVELOPMENT



AIM STATEMENTS

AIM Statement 1: Physician Charting Time

- Reduce the average amount of time physicians spend charting by 30% by the end of the 6 month project

AIM Statement 2: Provider Experience

- Improve the averaged index of provider satisfaction metrics by 1.0 (20% absolute improvement) by the end of the 6 month project

PDSA CYCLES

PDSA 1

- Provision of AI scribe tool at no cost to providers

PDSA 2

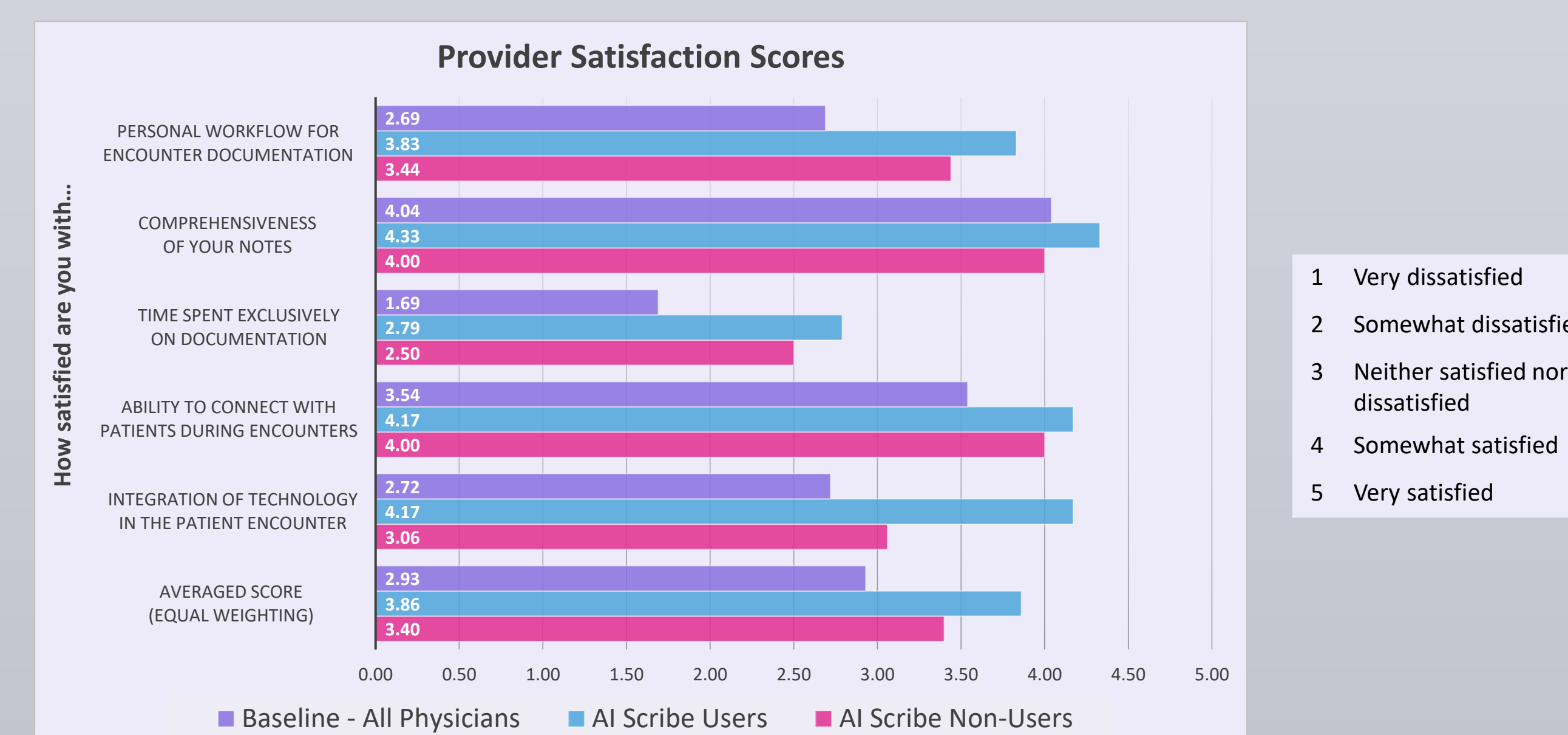
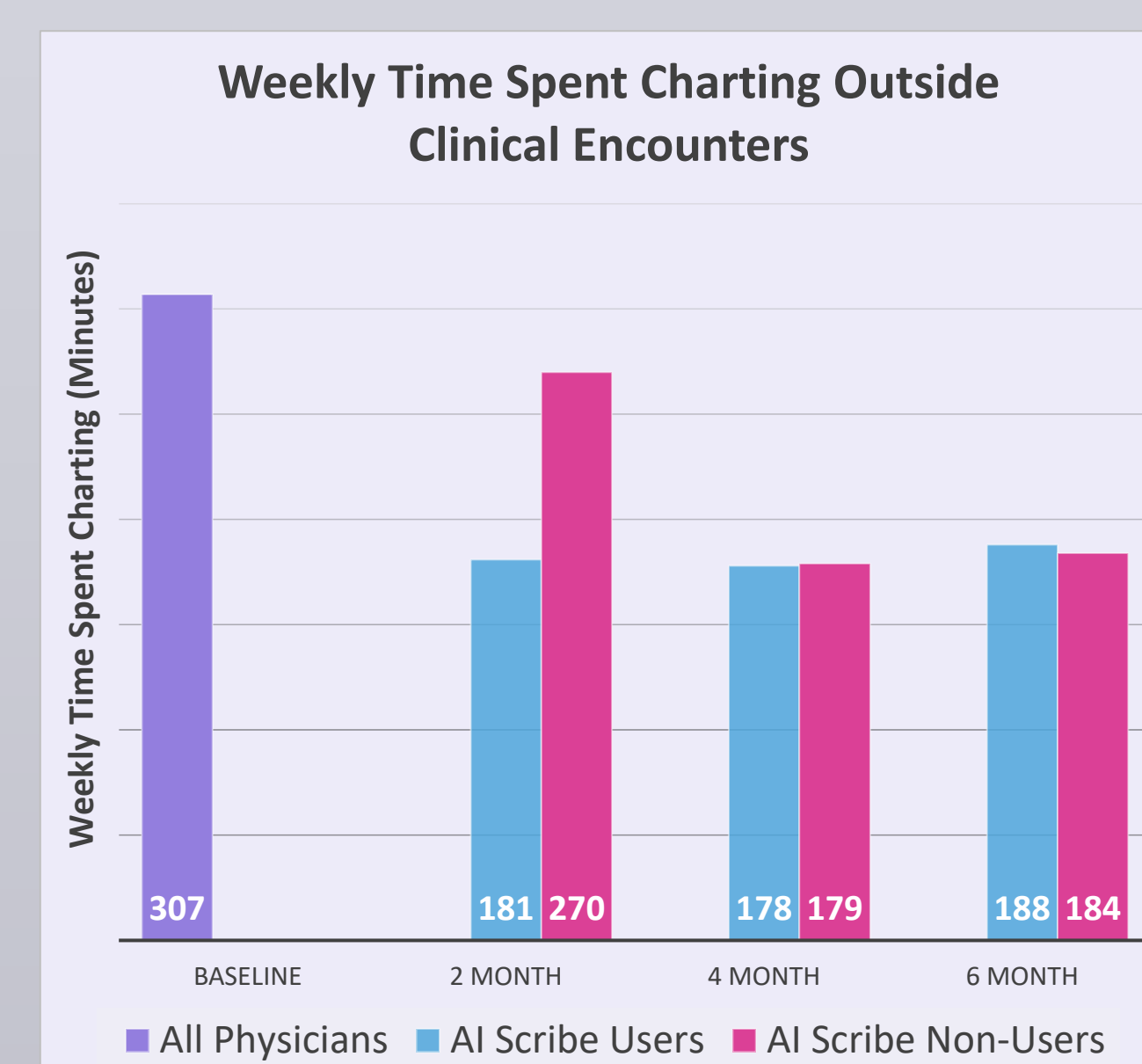
- AI scribe vendor hosted webinar and user optimization

PDSA 3

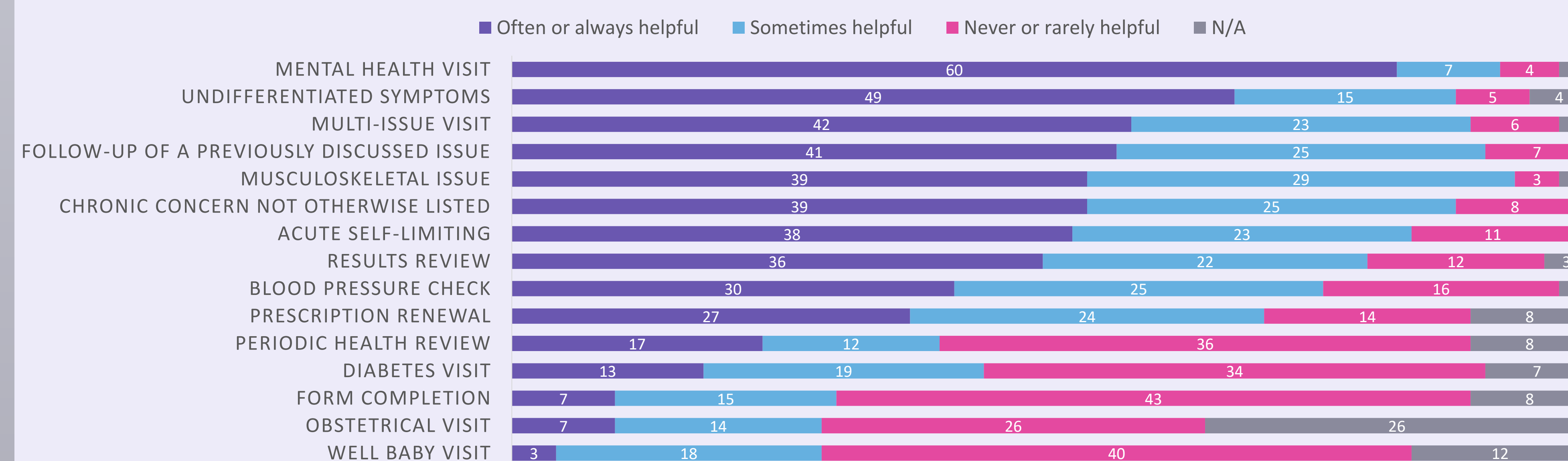
- Physician-only roundtable regarding use of the AI scribe

RESULTS

	RESPONSE RATE	ACTIVE USERS	FORMER USERS	NEVER USERS	ACTIVE USERS' OPINION: REDUCED DOCUMENTATION TIME?		ACTIVE USERS' OPINION: IMPROVED PATIENT ENCOUNTER?	
					YES	NO	YES	NO
BASELINE	55/57	N/A	N/A	N/A	N/A	N/A	N/A	N/A
2 MONTH FOLLOW-UP	52/57	40	10	2	28 (70%)	12 (30%)	31 (78%)	9 (22%)
4 MONTH FOLLOW-UP	47/57	33	13	1	26 (79%)	7 (21%)	27 (82%)	6 (18%)
6 MONTH FOLLOW-UP	42/57	24	17	1	21 (88%)	3 (12%)	23 (96%)	1 (4%)



ACTIVE USERS' OPINIONS ON HELPFULNESS OF AI SCRIBE DOCUMENTATION EFFICIENCY BY VISIT TYPE



PROJECT LEARNING POINTS

Benefits of the AI Scribe

- Reduced charting time
- Reduced cognitive load
- Improved provider experience

Challenges Faced by Participating Physicians

- Impacts on pre-existing workflow
- Minimal supported languages
- Note accuracy and formatting limitations

Project Enablers

- Full funding of AI scribe and audio equipment
- A well-established OHT PCN with a supportive leadership group and strong communication channels
- Project management support through the OHT PCN
- Privacy and security oversight provided by the hospital

CONCLUSIONS & FUTURE DIRECTIONS

- AI scribes can be a useful tool for providers to reduce time spent documenting patient encounters, though benefits vary greatly by individual provider needs and preferences (ex. languages, ease of use, integration)
- Collaboration between the OHT PCN, DFCM quality improvement physician leads, and OHT staff was crucial in successfully implementing and facilitating this project
- Further work will explore supporting physicians in the community with expanded options regarding ambient AI scribes as well as other AI and digital tools

REFERENCES

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- Clinical Evaluation of Artificial Intelligence and Automation Technology to Reduce Administrative Burden in Primary Care. OntarioMD & WIHV. July 31, 2024. https://www.ontariomd.ca/documents/ai%20scribe/ai%20scribe%20evaluation_final%20report_vf.pdf

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