

The Mission of TWC and my Internship Experience

- ✓ The implementation and use of Suki will improve care through growing patient-provider relationships.
- ✓ The health and welfare of the community will improve as providers become more attentive and responsive to the issues that patients are struggling with.
- ✓ Using the digital assistant will ensure that the clinician is fully present and able to provide the best care while still having a detailed clinical note at the end of the appointment.



The Implementation and Use of Digital Assistants in Healthcare

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Our Connection to the Community

- ✓ Suki will improve patient care drastically, allowing providers to spend more time with patients from the community.
- ✓ Suki can help create more accessible healthcare services for underserved communities and ensure they receive timely care.
- ✓ As AI decreases the time spent on notes, patients will be given more time with the provider.

Introduction

- Suki is an enterprise-grade AI assistant that can help clinicians focus on their patients by eliminating the stress of typing notes and charting.
- AI medical scribes, or digital assistants, lack opinions and ideas.
- Suki AI generates notes, does dictation, recommends codes, and answers questions.
- The goal is to decrease documentation time, increase documentation quality, and improve patient-provider relationships.
- TWC will run a pre-pilot and a pilot version of Suki before introducing the system further. This will ensure that the digital assistant is productive and helpful to patients and clinicians.

Methods

- Form consent templates to be signed by patients. The template will explain what the digital assistant will do during an appointment.
- Train front desk workers on Suki and how to ensure consent from patients.
- Train clinicians on how to use Suki in an exam room efficiently and effectively.
- Eventually, an interface will be created between Suki and Medent. Notes made by Suki will be put directly into Medent without copying and pasting.
- Run the pre-pilot and pilot versions of Suki with a few clinicians to ensure a positive experience for both the patient and provider.
- Train more clinicians and fully implement the use of a digital assistant at The Wright Center.

Discussion

- When an interface is introduced, documentation time will be reduced. Suki will be able to enter the clinical note directly into Medent.
- The quality of the notes will improve significantly. AI will document every detail of the appointment.
- A barrier that was faced regarded the Review of Systems and the Physical Exam in Medent.

How can we measure the effectiveness of Suki?

- Did documentation time go down? Did the number of notes go down?
- Did the quality of documentation improve? Are the notes more detailed?



Results

- In under two minutes, Suki created a clinical note that included updated allergies and medications.
- The digital assistant will be able to document details in a clinical note that a medical scribe or clinician cannot.
- Suki will allow clinicians to be more present during appointments.
- Digital assistants will help reduce burnout in healthcare by eliminating the need for clinicians to spend time on their notes after work.
- Suki reduces the amount of time spent on charts immensely.
- The implementation will provide patients with a more detailed chart and summary notes. A patient summary note can be provided to the patient immediately following their visit and can even be printed out, compared to up to 10 days after the appointment.

Conclusion

- Digital assistants in healthcare can be highly beneficial to the patient and clinician.
- For many, the use of a digital assistant is a new experience that will have barriers.
- It will take time to fully implement Suki into The Wright Center's care.

Future Use of AI in Healthcare:

- An AI chart scrubber will summarize the documents needed before beginning the appointment.
- This will allow clinicians to have a "patient snapshot" of recent documents in the patient's chart.

References

Suki AI. (2024). <https://www.suki.ai/>
The Wright Center. (2024). <https://thewrightcenter.org/>

Relevance to my Future Plans

- ✓ I plan to work as a Physician Assistant and will be required to document appointments and write clinical notes. I learned how time-consuming charting is during my internship.
- ✓ Learning about the use of digital assistants in healthcare will help me succeed as a future provider because it will likely be fully implemented in more clinics by the time I am a PA.

My Personal Goals for the Experience

- ✓ I want to work towards making a meaningful impact on my surrounding community.
- ✓ Using Suki, I know that my work will contribute to better healthcare and community well-being, which is both motivating and inspiring.

