

Reducing Documentation Time with Virtual Assistants in Family Medicine

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The future is already here,
It's just not widely
distributed yet.

- William Gibson

Learning Objectives

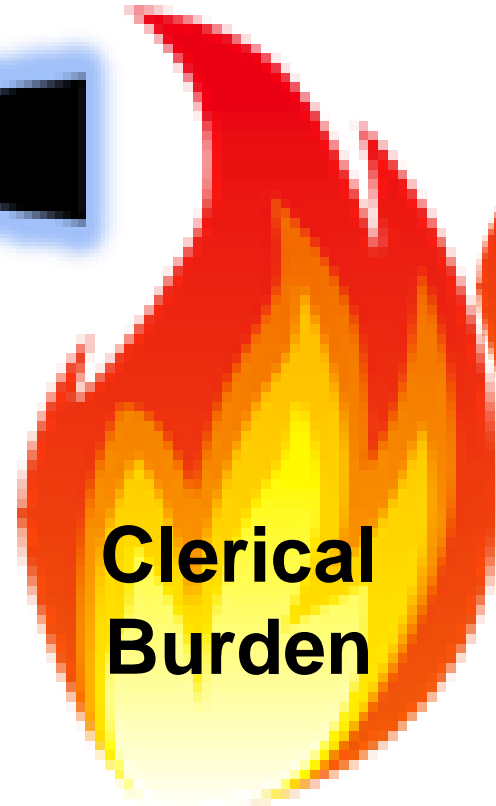
- Explain the top three challenges faced by physicians during their clinical interactions with patients.
- Identify two technical solutions to decrease the time spent documenting clinical data.
- Integrate a clinical digital assistant into a workflow that expands beyond documentation.

What Are The Problems?

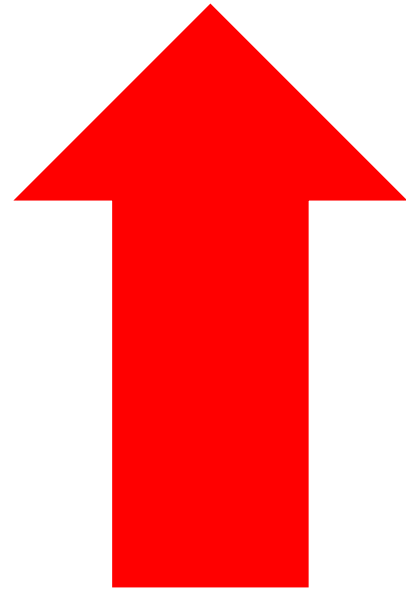
Primary Care's Burning Problems



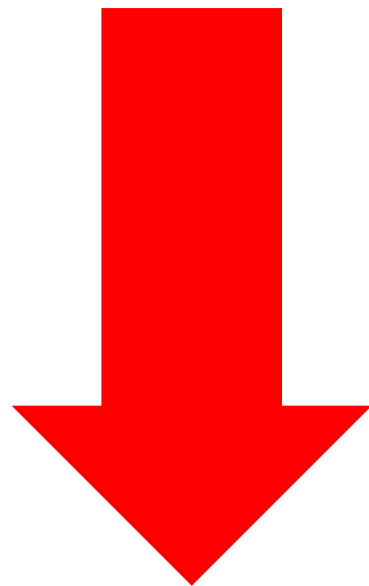
**Drive Innovation
Focused on the
Needs of Primary
Care**



Why is Family Medicine/Primary Care so effected?



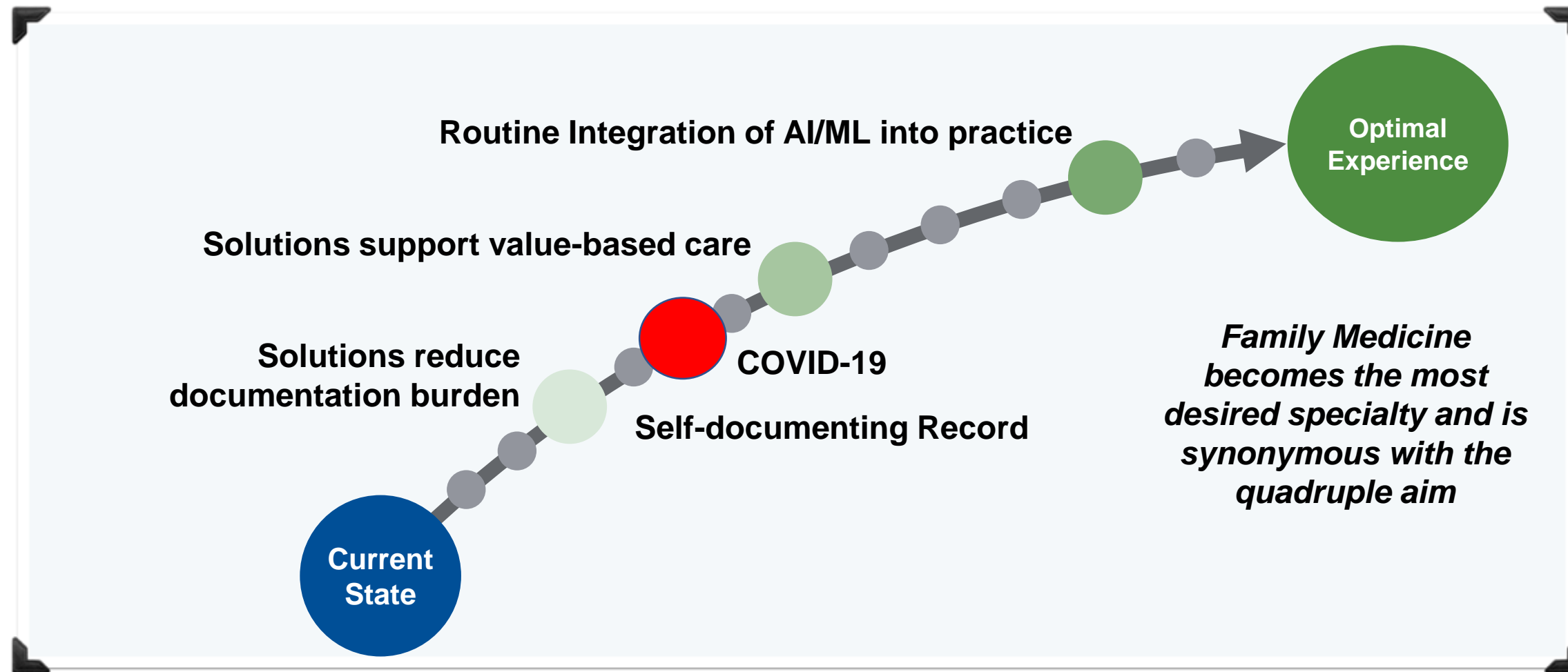
Burnout
Shallow Medicine
EHR Complexity



Professional Satisfaction
Meaningful
Communications

The Big Picture

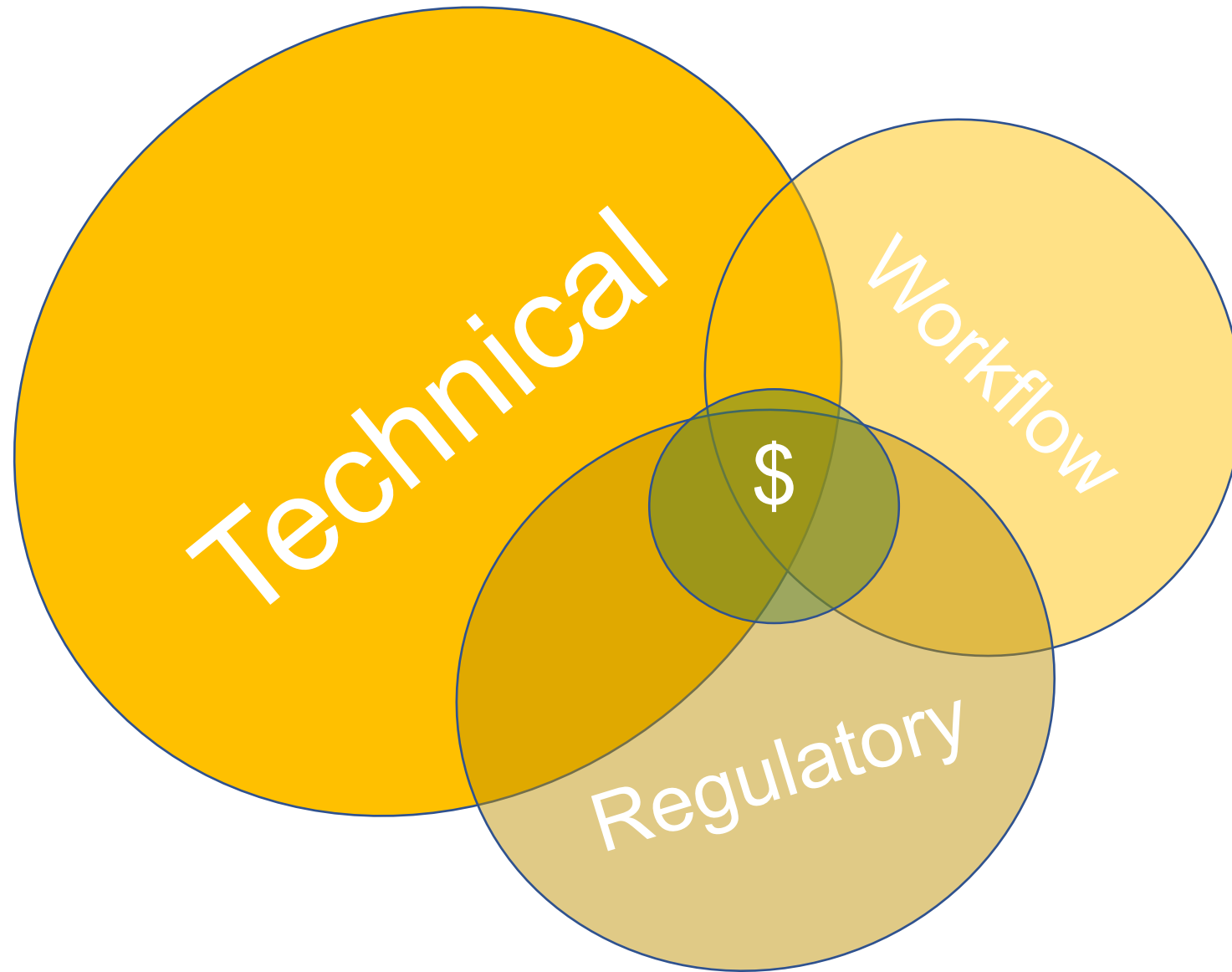
Tech Best Practice
+
Clinical Best Practice



Milestones on the Way to the Optimal Family Medicine Experience

Innovation Lab Solutions

Innovation Lab Solution Diagram



Rights
Tools
Times
Places
Costs

Innovation Lab to Optimize Family Medicine Experience

- Drive innovation with the latest proven technologies:
 - Cloud, AI/ML,
 - Voice and mobile
 - Wearable devices
- Based on a deep physician-patient interaction that requires support from technology
- Enhancing, rather than eroding the experience

Why Trust Technology?

6 Apollo Landings = 6 Pilots Turned Off Computers

- Electronics “Always” Fail
- Only Trust Your Ability to Control **Everything**
- New = Different = Discomfort

The IEEE* Global Initiative on Ethics of Autonomous and Intelligent Systems

1. Human Rights
2. Well-being
3. Data Agency
4. Effectiveness
5. Transparency
6. Accountability
7. Awareness of Misuse
8. Competence

** Institute of Electrical and Electronics Engineers (IEEE)*

Levels of Autonomous Driving

0 - No Automation

Cruise Control

1 – Driver Assistance

Adaptive Cruise Control

2 - Partial Automation

Steering Assist

**Human Monitors
Driving Environment**

3 – Conditional Automation

Limited Self Driving

4 – High Automation

Full Self Driving – Conditional

5 – Full Automation

No Driver Needed

**Automation Monitors
Driving Environment**

Potential Levels of Autonomous Medicine

0 - No Automation

Paper Records

1 – Physician Assistance

Display of Results

2 - Partial Automation

Clinical Order Sets Suggested

**Human Monitors
Clinical Environment**

3 – Conditional Automation

Clinical Order Sets Triggered

4 – High Automation

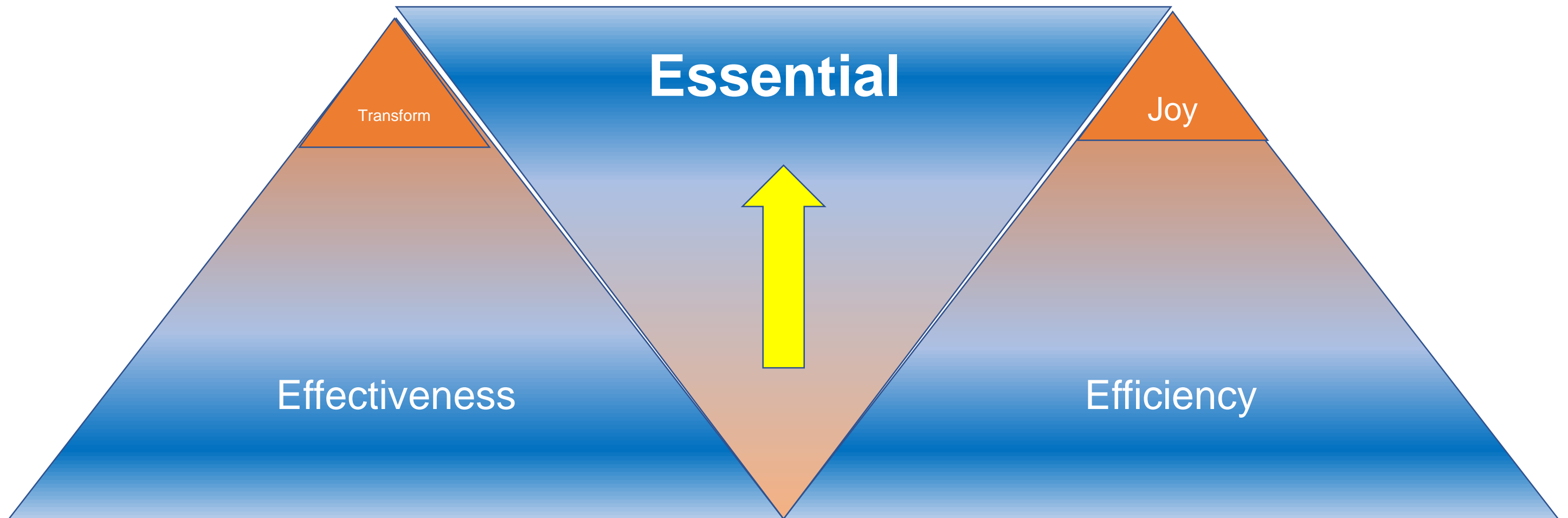
Surgical Assistance

5 – Full Automation

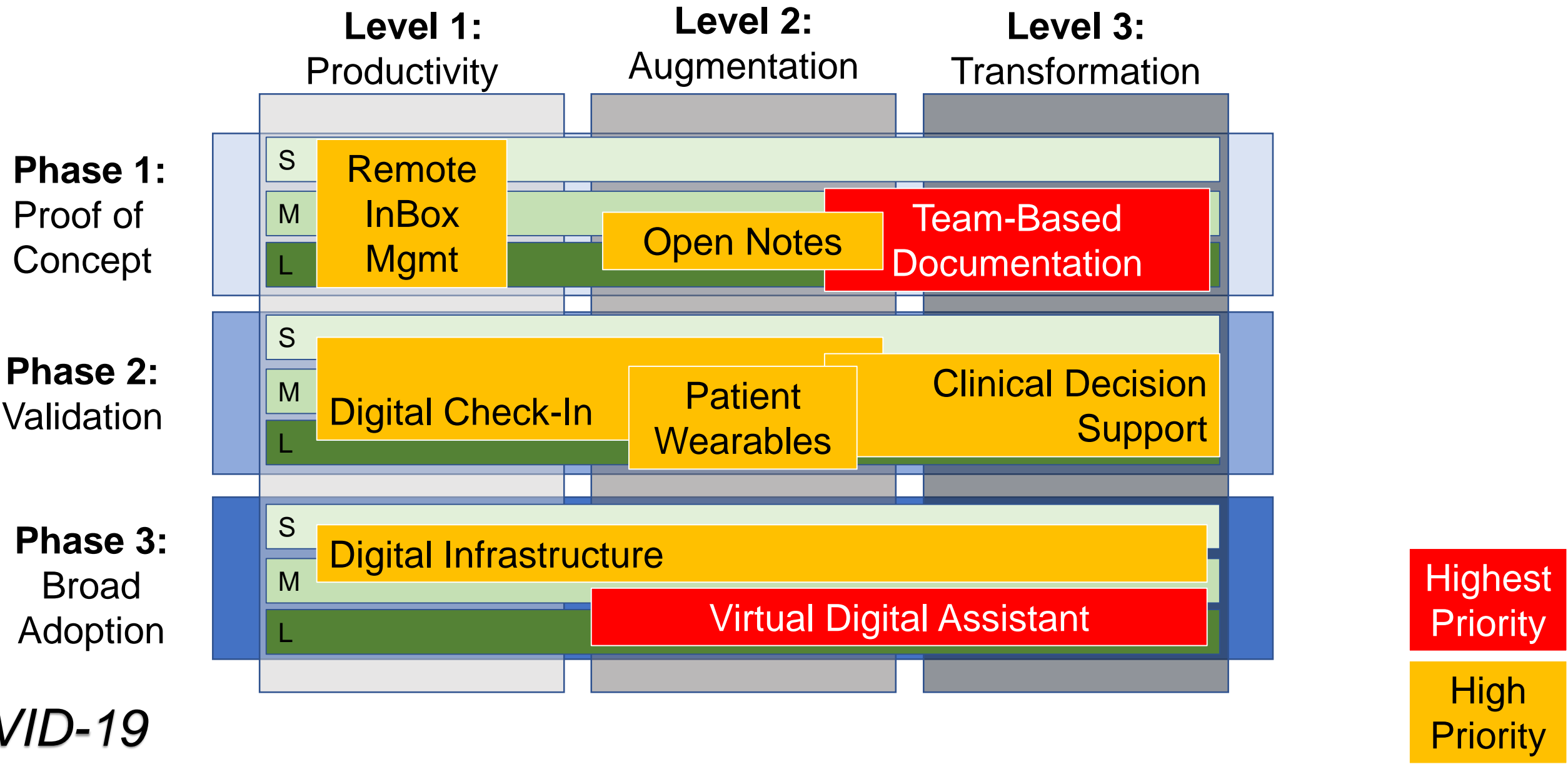
No Human Intervention

**Automation Monitors
Clinical Environment**

Benefits Delivered by the Innovation Lab

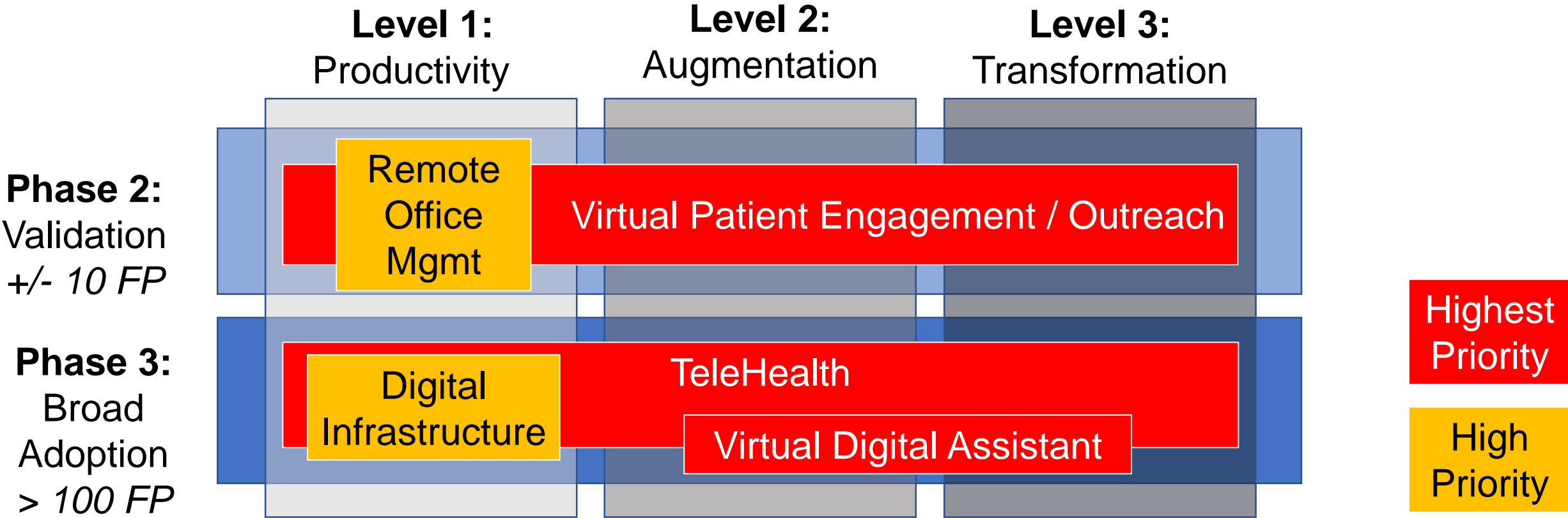


Clinical Technology Integration Matrix*



* *PRE COVID-19*

Clinical Technology Integration Matrix*



* *POST COVID-19*

Why We Exist

Our vision is to make healthcare tech invisible and assistive, allowing doctors to do what they love

Take care of patients

The Power of Suki

76% reduction
in documentation time



HAPPIER DOCTORS

\$47,000 in
increased revenue
per doctor



DRIVES REVENUE

51 NPS score,
average healthcare tech
is negative



The Healthcare Leader in Voice AI

Google AI/ML
Partner of the Year

Google

Fast Company
Most Innovative

FAST
COMPANY

Straight A's in KLAS
Spotlight Report

KLAS

AAFP Pilot



Per patient charting (mins)

Clinic charting time (mins)

After hours charting time (min.)

Overall satisfaction with practice

EMR impression

Documentation satisfaction

Burnout

What percentage of your documentation is completed before your next visit?

I feel like I have sufficient time

How likely is that you would recommend Suki to a friend or colleague

Before Suki	With Suki
13.5	5.1
149.5	72.7
66.5	20.0
6.5	9.5
7.5	9.5
5	10
<u>definitely burning out</u>	stressed, don't feel burnt out
70%	90%
Poor	Good
N/A	10

The best part about Suki is a better record to look back on. I know that - when I look back at my note - I took care of the patient. There is a joy in confidently going into the room knowing that.

I feel a better connection with my patients. I feel like I am more engaged with them.

Suki will give me 10-15 more years of practice

Suki is superior to a scribe. The scribe will go off to school and you will have to train someone else. Also ... you have to correct their notes.

I wanted to spend more time with my family and wanted to exercise. I am now able to do both...

The Problem List

Overwhelming documentation and administrative burden, lost revenue opportunities, unnecessary incurred costs.



Burned Out
Doctors



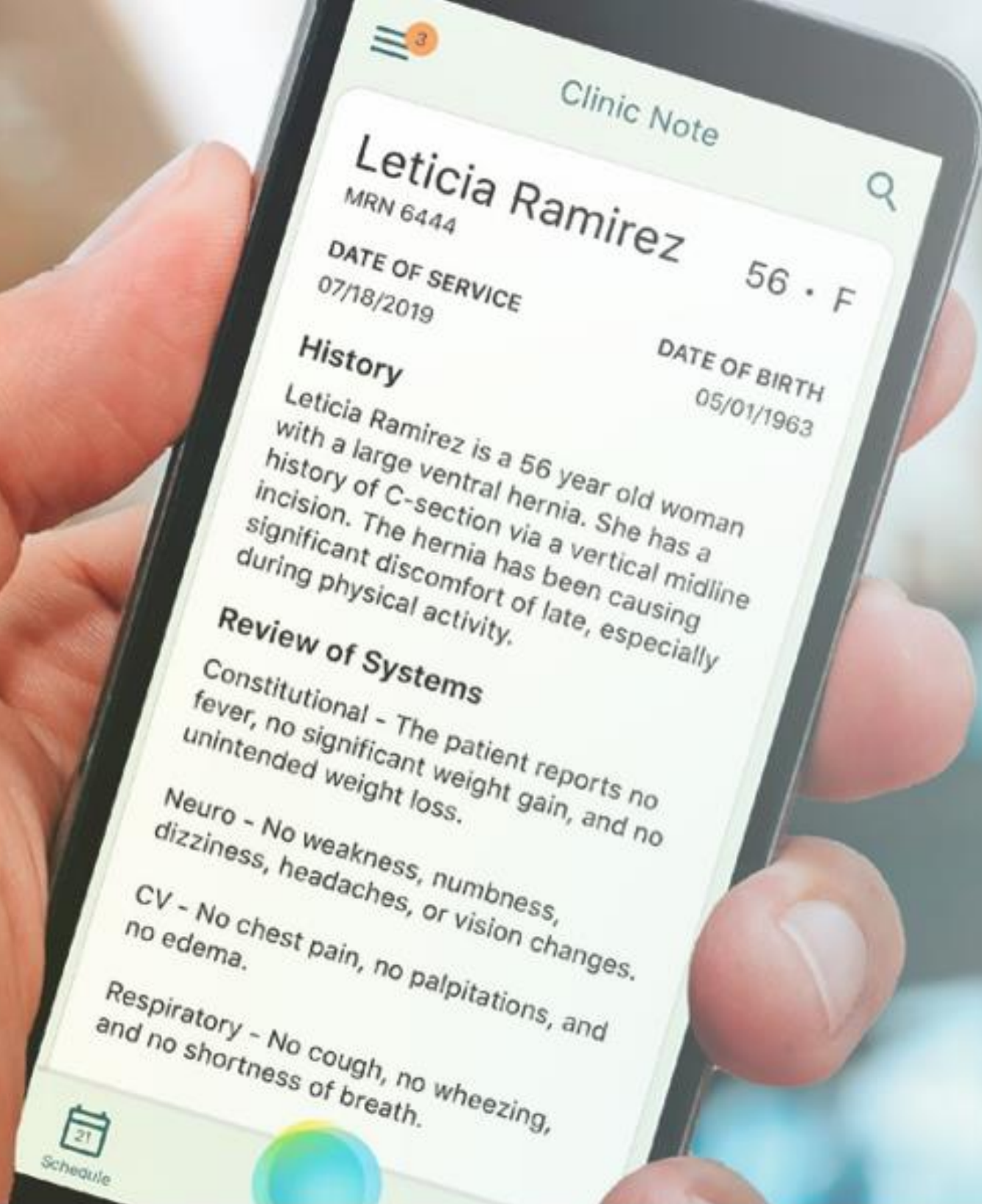
Dissatisfied
Patients



Thin
Margins



Bad Data



Introducing Suki

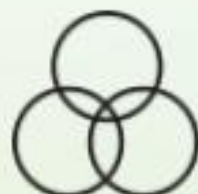
Suki at a Glance



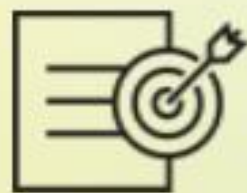
AI-powered



Scalable



EHR integrated



100%
accurate



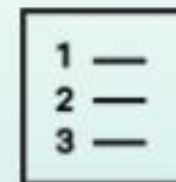
Fast
on-boarding



Supports
Telehealth



Clinical notes



Problem based
notes with coding



Information
retrieval



Order entry*

Suki, view demo



Phase 2 Pilot with AAFP

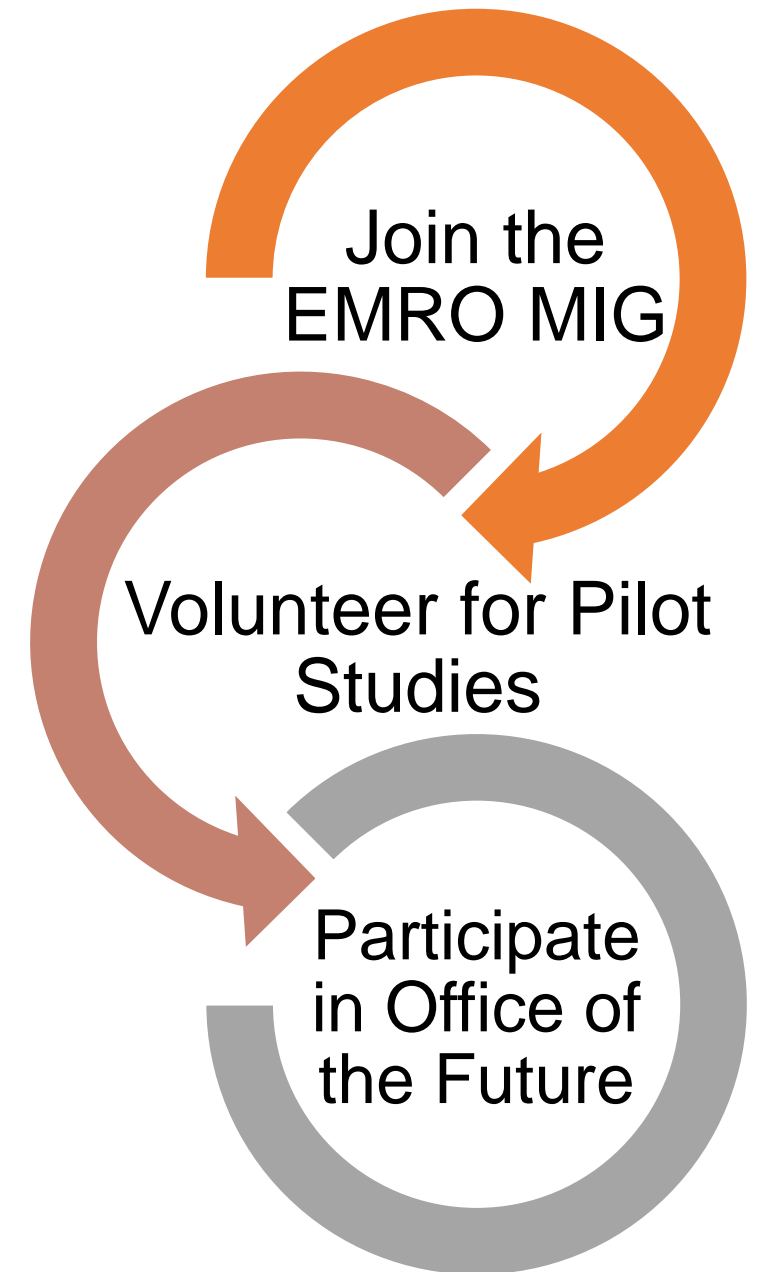
- Actively recruiting 100 AAFP members to validate Phase 1 findings
- 30 day trial period + 1 hour post pilot interview

Interested in participating? Email jenni@suki.ai

Help Us, Help You

- Share Challenges
- Partner w/ AAFP to Develop Solutions
- Build Communication Across Practices

Contact Paul Dow
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(913) 906-6005



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The future is already here,
it's now widely distributed.

- AAFP Innovation Lab

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AMERICAN ACADEMY OF FAMILY PHYSICIANS

STRONG MEDICINE FOR AMERICA