Does AI Increase Closeness or Decrease it? Clinician vs Patient Viewpoint

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Conflict of Interest Disclosure

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- Founder and CEO of Helpsy Health
Problem

• There is little time available for providers to see patients, but increasing responsibilities for both

• The result is patients who feel unsupported and with poor health outcomes, and providers with low job satisfaction and high burnout rates
What is Artificial Intelligence?

- Artificial intelligence (AI) is the theory and development of computer systems able to perform tasks that normally require human intelligence, such as visual perception, speech recognition, decision-making, and translation between languages.
## AI and Healthcare

**Opportunities**
- Automate time consuming clerical work, freeing clinician time to see patients
- Improve efficiency and accuracy in identifying malignant tumors in imaging

**Challenges**
- Each task that AI handles is a lost touchpoint with the patient
- Ethical concerns: if a mistake is made, who is to blame
AI and Closeness

- We surveyed patients and clinicians in a pilot study using an AI powered symptom management and patient navigation platform
- Asked them different questions related to their perception of the use of AI technology
- We also collected passive data on patient engagement with the platform
Where do clinicians spend the most time*?

*excluding charting

1. Triage report (13 minutes)
2. Appointment list for the day

Doctors Spend a Minority of Work Hours with Patients
Fatigue and Administrative Burden Tightly Linked

Job Time Allocation in the Ambulatory Setting

- Everything else
  - 38% EHR documentation and review
  - 19% Administrative tasks related to insurance or billing
  - 11% EHR review of tests, medications or other orders
  - 6% Clinical planning and logistics

And this doesn’t include:
- Self-reported 1 to 2 hours of evening time spent on administrative tasks
- 39% of "patient-facing time" spent in the EHR

Time in the clinic spent on direct patient care

27%

73%
CLINICIAN FACING QUESTIONS
Do you find smart templates helpful?

- **Not much**: 19.0%
- **Sometimes**: 19.0%
- **Most of the time**: 62.0%
Do you feel more or less connected to your patients?

- More connected: 69.0%
- Less connected: 6.0%
- Unsure: 25.0%
Do you feel more or less connected to your doctor?

Unsure
11.0%

More connected
89.0%
Do patients **click** on education and information links?

- **No**
  - 37.0%

- **Yes**
  - 63.0%
How often do patients interact with the AI chatbot during treatment?

![Bar chart showing the number of days patients interact with the AI chatbot.]

- 0% of patients interacted with the AI chatbot for 0 days.
- 0% of patients interacted with the AI chatbot for 1-2 days.
- 35% of patients interacted with the AI chatbot for 3-5 days.
- 25% of patients interacted with the AI chatbot for 6-7 days.
When do patients interact with the chatbot?

% of patients

- 6am-12pm
- 12pm-6pm
- 6pm-12am
- 12am-6am

Time of day
Popular searches for patients

**General Education**
1. Anxiety/depression
2. Fatigue
3. Death
4. Sleep
5. Sexuality

**Navigation Resources**
1. Financial support
2. Telling others about disease
3. Transportation
4. Nutrition
“It takes the average American four years of doctors' visits to spend as much time with their physician as they spend with their phone in a single day.”

Emmanuel Fombu, MD, MBA

“Some people call this artificial intelligence, but the reality is this technology will enhance us. So instead of artificial intelligence, I think we'll augment our intelligence.”

Ginni Rometty
THANK YOU!

Questions?

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