Patient Perception of Artificial Intelligence Generated Note Quality

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BACKGROUND

Artificial intelligence (AI) has been increasingly integrated into healthcare settings to enhance various aspects of the patient encounter.

- In Spring of 2024, the University of Vermont Health Network piloted with 50 primary care providers an Ambient AI system which records audio of the encounter and generates a draft clinical note which is then edited

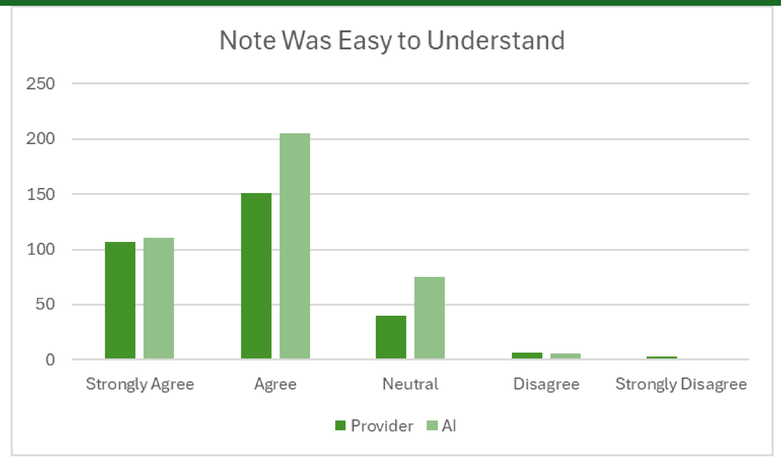
This project aimed to evaluate patient satisfaction with the quality of AI-generated draft notes focusing on **readability** and **comprehensibility**.

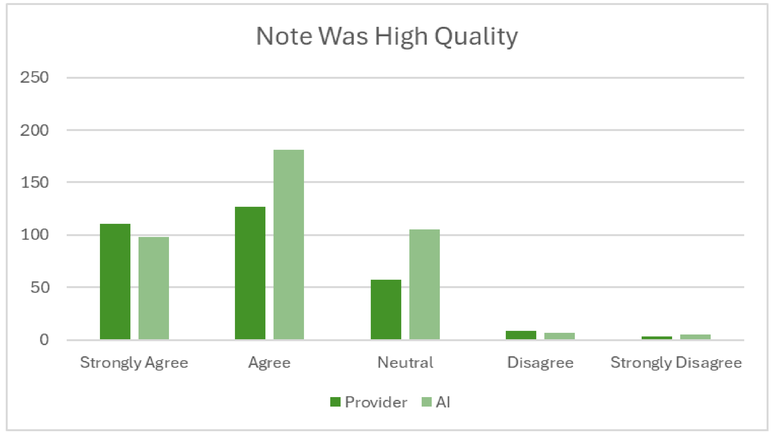
METHODS

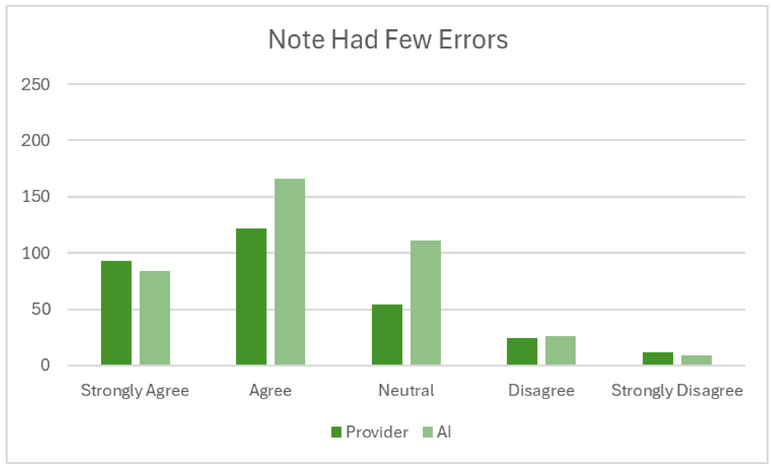
Using a survey-based method, 12,260 patients who met the specific criteria for seeing a primary care provider who piloted the Ambient AI after the date of April 16, 2024 were contacted. The survey was active from July 25,2024 to August 2, 2024

- 13 Likert scale questions aimed at evaluating patient experience, note quality, and comfort level.
- 1009 patients out of 12,260 patients answered the survey giving a response rate of 8.2%.
- 9 additional questions aimed at evaluating non-native English-speaking patients' experience
- Only 7 patients with low English proficiency completed the survey giving a response rate of 0.0005%

RESULTS







DISCUSSION

1. Patient perspective of notes drafted by artificial intelligence and edited by providers were **not inferior** in understandability.

2. Notes drafted by artificial intelligence and edited by a provider had **fewer perceived errors** and were of **high quality** compared to notes written by providers without an AI draft.

3. Survey response from patients of non-native English-speaking backgrounds was low, most likely due to barriers in accessing medical records. Patients of low English proficiency backgrounds have lower rates of portal activation.

FUTURE DIRECTIONs

1. Continue to monitor AI assisted note quality in a Quality Assurance program.

2. Consider focus groups directed at patients with non-native English-speaking backgrounds with the goal of evaluating their perception of AI assisted note quality. Assess benefits and barriers in AI assisted notes use among these populations.

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