

Date: 12/06/2018
To: Office of the National Coordinator
From: Dr John Gachago
Subject: Request for Comments on Reducing the Clinician Burden in HIT

Reducing the Clinician Burden in the use of EHRs by leveraging the power of AI

Healthcare Area

Electronic Health Record Use

Problem

While EHRs have been key to healthcare digitalization, the switch has brought myriad problems associated with cognitive overload, endless documentation, and Healthcare Professional (HCP) burnout. HCPs Users spend the majority of their time on three tasks: clinical documentation, order entry, and sorting through the in-basket.

How AI would apply

EHR developers can leverage artificial intelligence to create more intuitive interfaces and automate some of these routine processes that gobble up so much of a HCPs time. Voice recognition and dictation are helping to improve the clinical documentation process, but natural language processing (NLP) tools might not be going far enough. With greater development of AI solutions, the future can bring virtual assistants to the bedside for clinicians to use with embedded intelligence for order entry. Artificial intelligence can also help process routine requests from the inbox, like refills for medication and notifications of results. With greater application of machine learning and deep learning these AI solutions could be extended to other areas of healthcare.

Expected Benefits

This would help lower the HCP burden by enabling prioritization of tasks that require the HCPs attention and make it easier for them to work through their to-do lists.

Sincerely,

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