Leveraging Large Language Models in Healthcare

Lessons in success and failure and strange places in between

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Disclosure

I have no financial or personal interests to disclose. During this presentation, I will discuss various commercial solutions.

Please note that these mentions are for informational purposes only and do not constitute an endorsement of any specific product or service.

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Agenda Items

- Deal with Regulations
- Embrace Uncertainty
- Lean into Partnerships
- Experiment Simply
- Practice Widely

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Regulations

Regulation Lag is Acute

- Find the answers by working together with legal and compliance

- Look at WHO and EU, and begin to think 1557

- Acknowledge that no one is coming to save you

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Uncertainty

Wrong Or Misleading Answers Are Still A Concern

Better

Unequal Effect of Bad Consequences Are Reality

I'm annoyed.   **I'm dead.**

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You're Responsible For How I Feel About AI
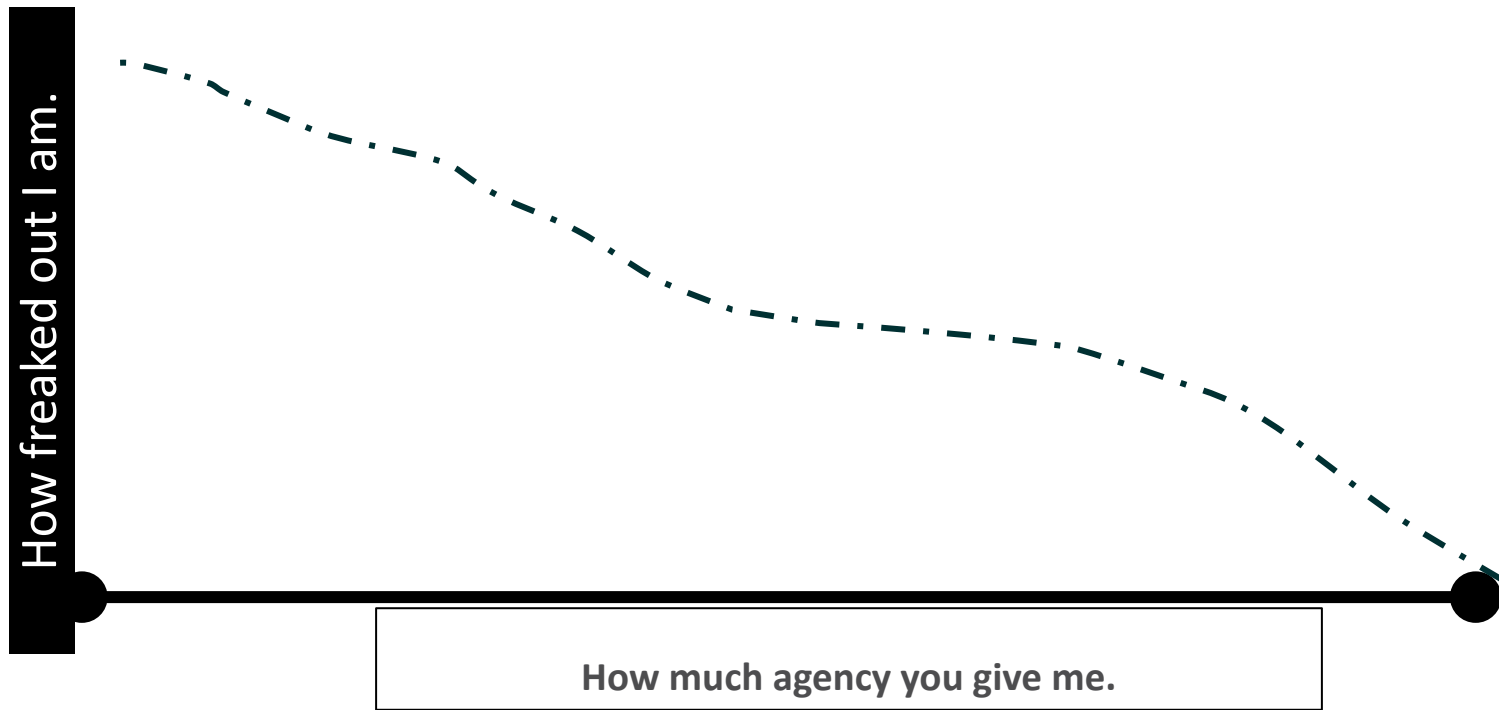
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Partnership

Keep Human Staff at Top of Their License

Hippocratic AI
— Do No Harm —

OhioHealth Agent Rachel

What
Wellness Visits
Post Discharge

Why
Burdensome
Inconsistent

What for
Cost containment
Improved outcomes

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Recognize That Each Us Are Incomplete

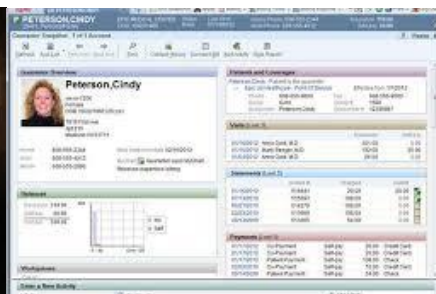| US	Them
Rich in data	Poor in data
Poor in tech	Rich in tech
Excellent operators	Operationally deficient
Too slow	Too fast
Impact focused	Volume focused

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Experimentation

Make Early Tests Simple

Will They Take The Call

Will The Call Yield Usable Data

Will The Data Be Used

Will Outcomes Improve

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Practice

Copilot Introduces Gen AI to the Masses

FEATURE UTLIZATION

Business Chat
↑ **1,940** (+124)
Copilot chat (work) prompts submitted

Teams Chat
↑ **87** (+49)
Summarize chat actions taken by Copilot

↑ **17** (+8)
Total chat conversations summarized by Copilot

↑ **7** (+2)
Compose chat message actions taken using Copilot

Meetings
↓ **325** (-256)
Summarize meeting actions taken using Copilot

↓ **237** (-67)
Total meetings summarized by Copilot

139 (-25)
Meeting hours summarized by Copilot

Documents
↓ **516** (-121)
Create document actions taken using Copilot

↓ **172** (-39)
Summarize document actions taken using Copilot

↑ **149** (+68)
Edit or format document actions taken using Copilot

Email
↑ **561** (+132)
Generate email draft actions taken by Copilot

↑ **328** (+125)
Total emails sent using Copilot

↓ **139** (-13)
Summarize email thread actions taken using Copilot

ADOPTION RATE
% Active Copilot users

86%

Sept 2024 = 93%

General Industry Benchmark = 30%

User Profile

91 Departments
30 clinical staff
8 C-Suite
25 VP

Program Profile

Community of Practice
Weekly Office Hours
Best Practice Sharing
Prompt-A-Thons

BELIEVE IN *WE*™ ❖ **OhioHealth**

Thank You!

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