



# 2019

21-23 JUNE

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MAKES EXCELLENT  
CANCER CARE POSSIBLE

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

*Sangeeta Agarawal, RN, CAS, MS, Founder, Helpsy*

# MASCC/ISOO

Annual Meeting on Supportive Care in Cancer

[www.mascc.org/meeting](http://www.mascc.org/meeting)

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**MASCC**  
Multinational Association  
of Supportive Care in Cancer

**ISOO**  
INTERNATIONAL SOCIETY  
OF ORAL ONCOLOGY



#MASCC19

# Conflict of Interest Disclosure

Sangeeta Agarawal, RN, CAS, MS

- Founder and CEO of Helpsy Health



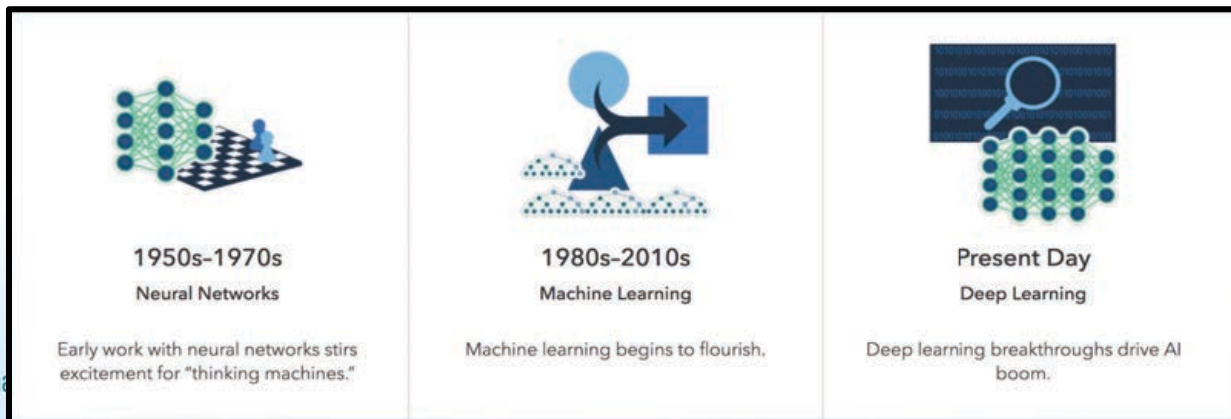
# Problem

- 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



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# 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

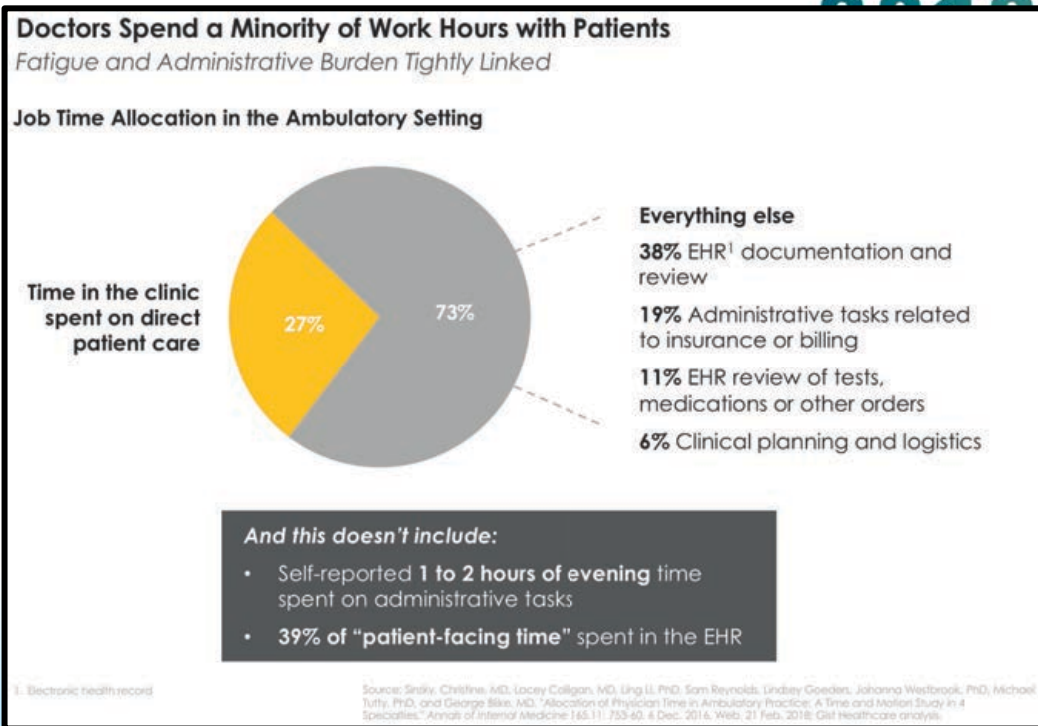




# Where do clinicians spend the most time\*?

\*excluding charting

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



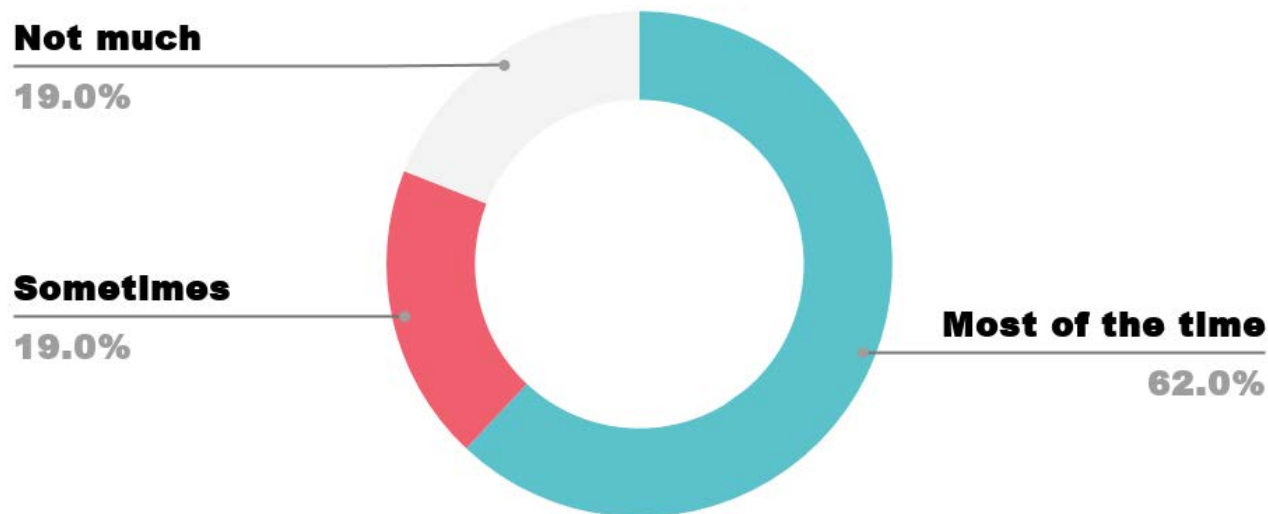


# CLINICIAN FACING QUESTIONS





# Do you find smart templates helpful?



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# Do you feel **more** or **less** connected to your patients?

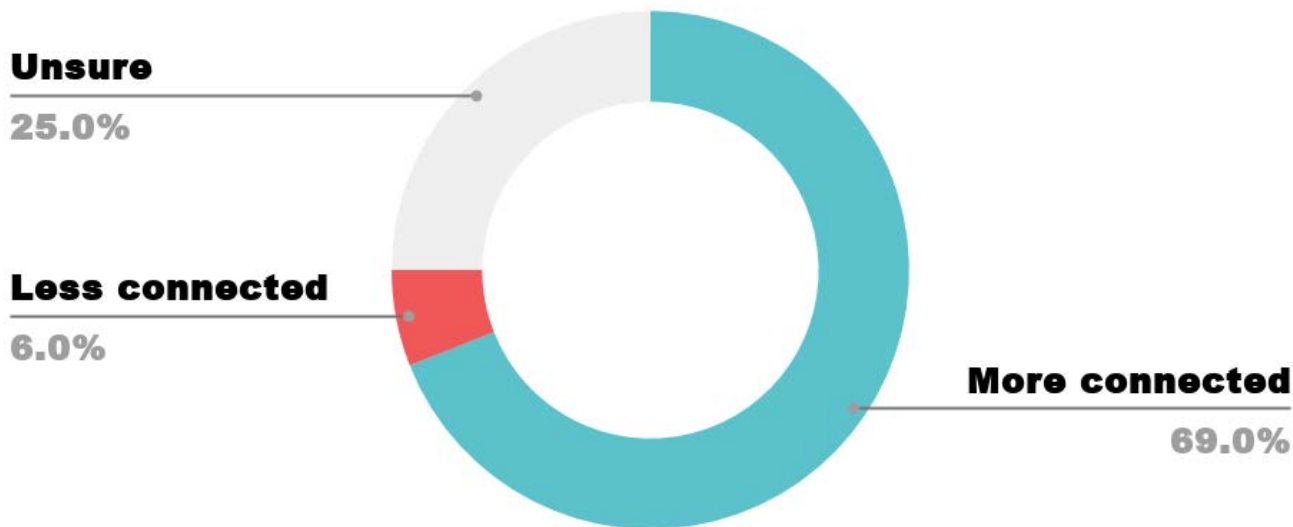


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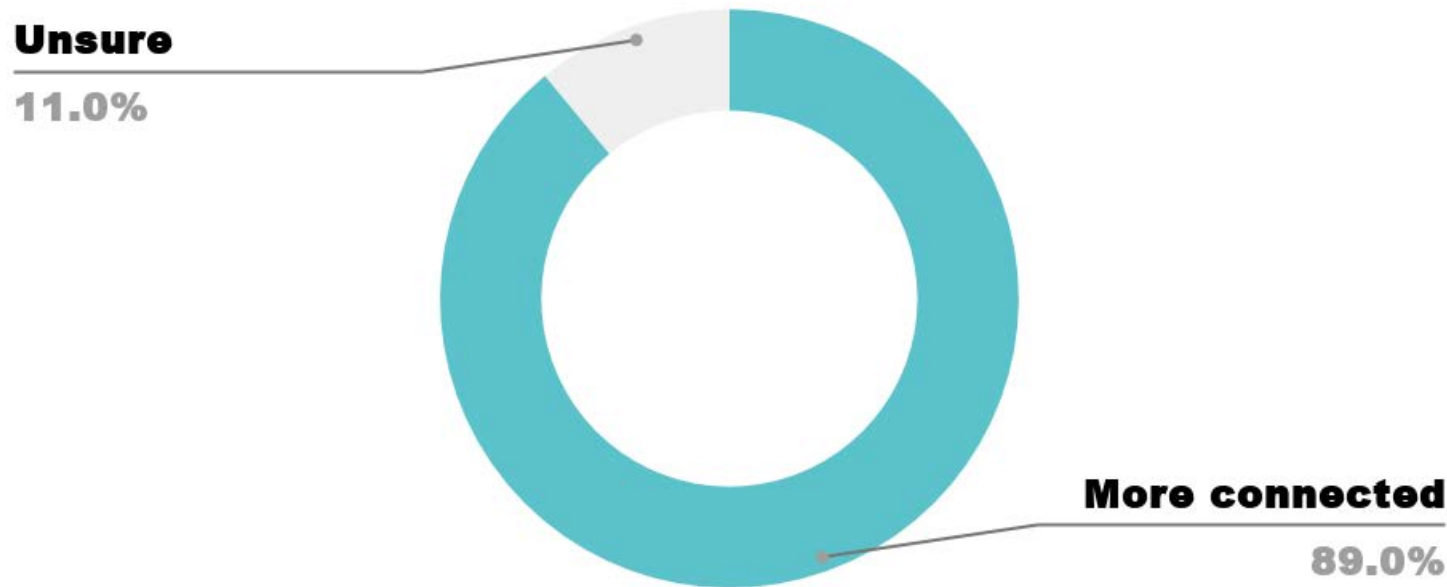




# PATIENT FACING QUESTIONS



# Do you feel **more** or **less** connected to your doctor?



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# Do patients **click** on education and information links?

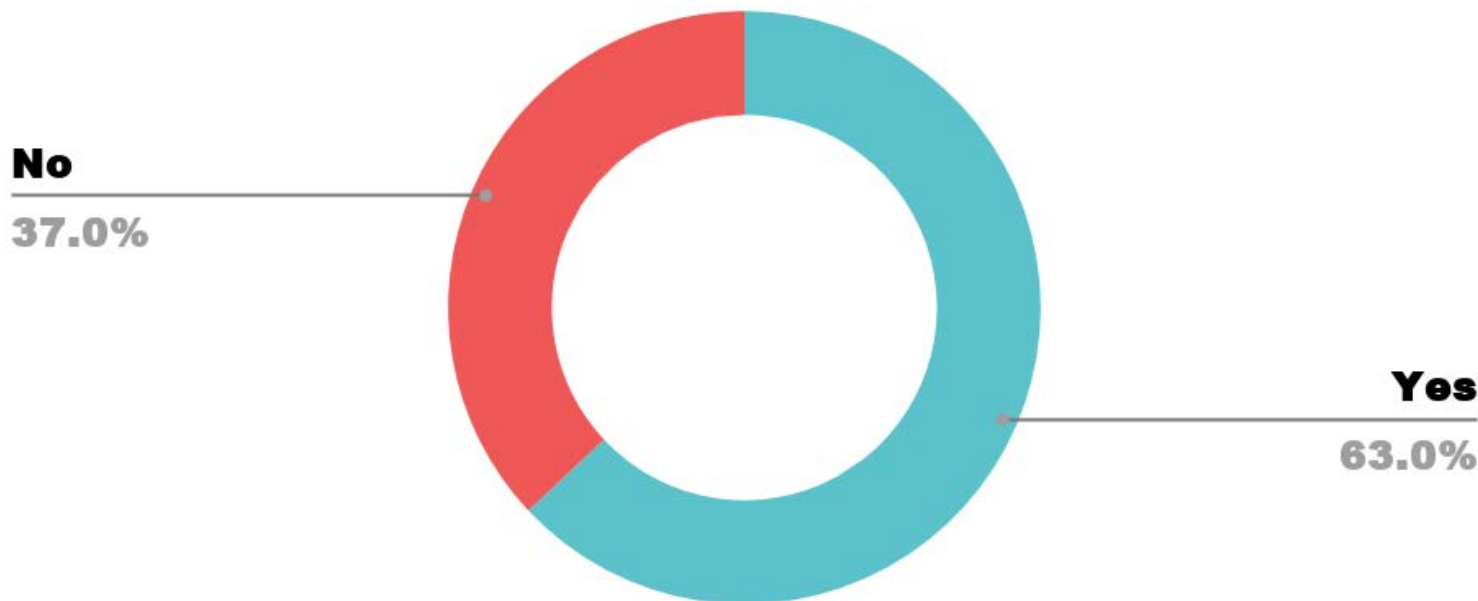


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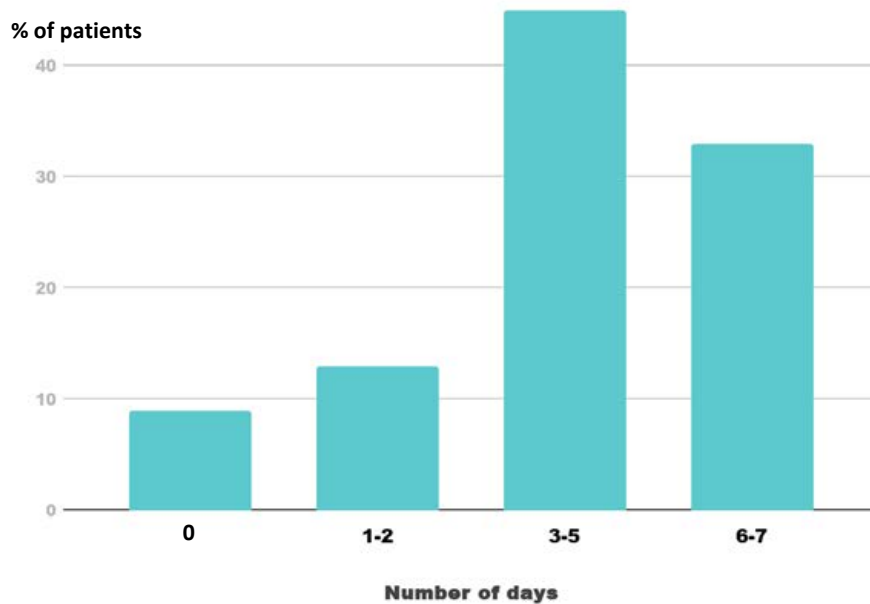
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# How often do patients interact with the AI chatbot during treatment?



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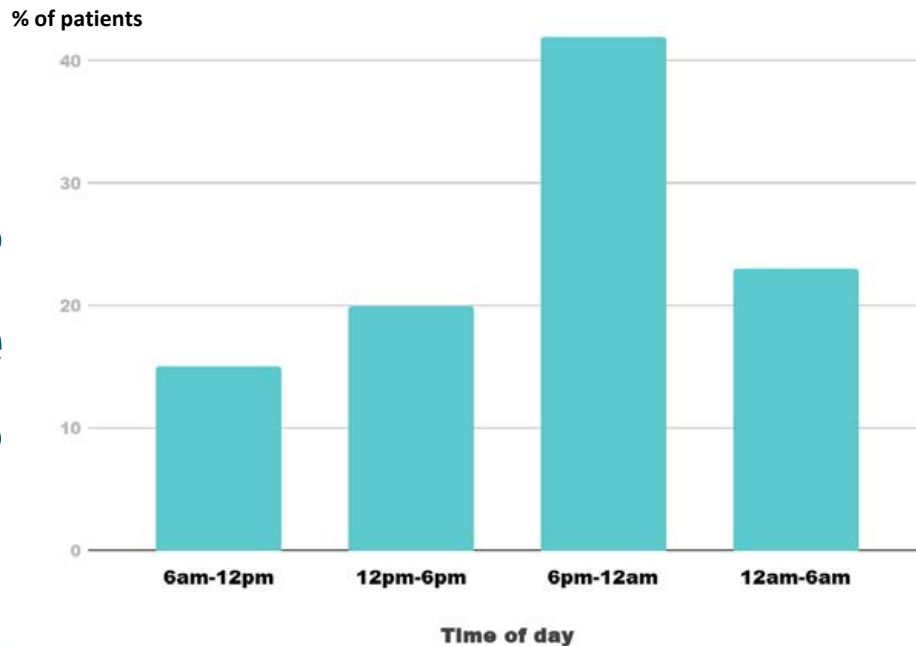
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# When do patients interact with the chatbot?



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# 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





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***“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?

## Contact

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