

Navigating the Future: Nursing Leadership in AI-Powered Healthcare

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PROBLEM

Registered Nurse (RN)/Care Manager teams in ambulatory clinics employ manual outreach efforts, including telephone calls and MyChart messaging, to engage patients in scheduling appointments and completing necessary health screenings. These efforts are essential to achieving population health outcomes however, the process is time intensive and often requires multiple attempts to successfully connect with patients, placing a significant demand on nursing resources.

GOALS

- Align people and artificial intelligence (AI) technology in 19 primary care clinics
- Optimize AI-driven work within nurse visits and scope of practice
- Enhance efficiency in patient outreach and care coordination for health screening

STRATEGY

Nursing leadership plays a crucial role in leveraging technology to enhance efficiency and patient care. Upon AI integration, clinical guidance was necessary to ensure technology, people and processes were assessed and workflows adjusted to be seamlessly incorporated into daily operations. In collaboration with an interdisciplinary care team, nursing created a meticulous implementation plan, ensuring safe, high quality patient care by optimizing the scope and role of the RN/Care Manager.

STANDARD WORK

NURSE VISITS

- Blood Pressure Management
- HgA1C point of care testing
- Ordering fecal immunochemical test
- Colonoscopy Referrals

REFERRALS

- Referral to Gastroenterology
- Referral to Ophthalmology



DAILY REPORTS

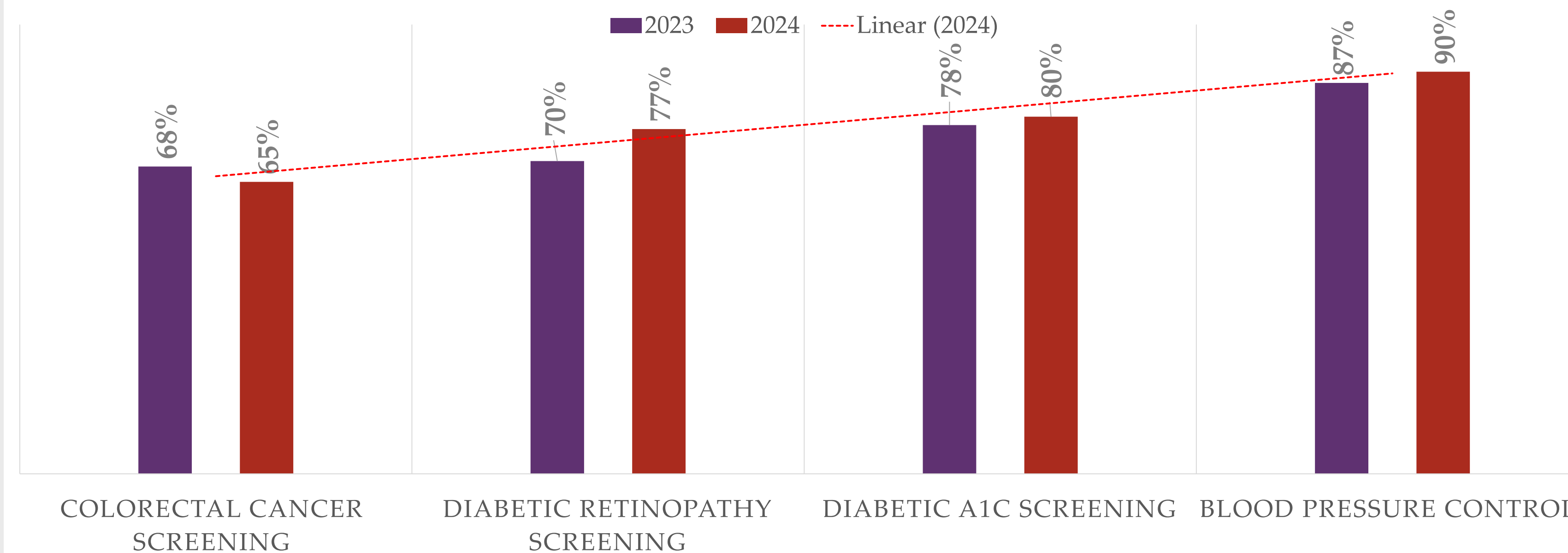
- Diabetic HgA1C
- Diabetic Eye Exam
- Colorectal Cancer Screening
- GI Referral

LAB BULK ORDERS

- HgA1C
- Fecal Immunoassay Test

CLINICAL OUTCOMES

CARE GAP CLOSURE COMPARISON
 2023-2024
 PROJECT INCEPTION AUGUST 2024



OUTCOMES

AI Outreaches 29,351	Engaged with AI 4,041	Visits Booked with AI 726
Increased Nurse Visits 1,493	Lab order Increase 5%	Patient Satisfaction with AI 97%

IMPLICATIONS FOR PRACTICE

- Interdisciplinary Collaboration
- Automated scheduling & bulk lab ordering
- Standardized workflows optimizing scope of practice in ambulatory care areas
- Enhance patient engagement with technology

ACKNOWLEDGEMENT

We would like to express our heartfelt appreciation to our leadership team for their visionary approach to integrate AI into clinical operations. Additionally, we extend a special acknowledgement to our dedicated care managers whose relentless efforts in testing and refining the AI application have been invaluable. Your hard work and perseverance have played a crucial role in the successful implementation of AI-powered healthcare across our primary care settings.

